A Quaker's guide to online worship and meetings

Version 5   13 May 2020
Key changes are shown on the next page

Contents

Key changes since version 4.3   22 April 2020

- *Significant changes with more advice about security settings and responses to intrusions:*
  - *4.5 Avoiding and Responding to Unwanted Intrusions*
  - *4.6 Changing Settings*
  - *4.7 Safeguarding, Confidentiality and Privacy*
  - *Appendix 7 on Settings.*
- *Small changes to section 2.1 Introducing Zoom*

Key additions since version 3-1   March 2020

- *A one page reminder for particpiants – new appendix 9*
- *Telephone users: more explanation – appendix 6*
- *Welcoming newcomers and a link to share introducing Quaker worship– section 3*
- *Explaining about co-hosts – section 3, and 4.4*
- *Resilience for the facilitator role – new section 4.10*
- *Data protection and privacy, including specifics on Zoom – new appendix 8*
- *How to help include a friend who might be excluded - by using your phone or phones – new Appendix 11*

1 Introducing Quaker meeting online

We start with an introduction to online meeting for worship, so you see the whole picture before we get into any technical aspects. Later there are Appendices designed to help people who have very little experience of using computers, and no experience of video-conferences. They give step-by-step instructions for joining, for each of the major types of devices you may have – including just a landline telephone.

There are sections in this guides on being the facilitator and elder for online worship, how to set up online worship for your community, including security aspects, and several appendices on clerking meetings, and related topics.

These guides have been put together swiftly, to help get us all started in new circumstances. We are sure they can be improved, and later versions are learning from many people's experience. We hope they are "good enough". Do please email your ideas and feedback, to QLAdmin@quaker.org.uk.

1.1 Quaker worship in a different setting

> *"Now there were many old people who went into the chapel and looked out at the windows, thinking it a strange thing to see a man preach on a hill, and not in their church, as they called it; whereupon I was moved to open to the people that the steeple-house, and the ground whereon it stood were no more holy than that mountain…" (George Fox, Firbank Fell, 1694)*

Quaker ways of worship are not bound by custom or ritual. We are called to find space to listen to the promptings of love and truth in our hearts, wherever we might be. God is found in a forest, field, prison, house or car as much as within the walls of a church. Nothing is set apart or sacred because everything is sacred.

Friends meeting online are perhaps like those on the hillside of Firbank Fell, creating the church community in a space that is available.

Quakers' experience in Britain and internationally is that worshipping together online can be deep and spirit-filled, with ministry springing from a gathered stillness.

> *"Live adventurously. When choices arise, do you take the way that offers the fullest opportunity for the use of your gifts in the service of God and the community?". (From Advices and Queries 27)*

1.2 How online worship works

We will start with the basics. Most video-conference software has similar features, but may use different words for some things. There are detailed instructions later for using Zoom with each type of computer, and importantly you can join Zoom using a landline telephone too.

In unprogrammed Quaker meetings for worship online, we use the same disciplines as when we meet physically, with just a few small adaptations which you will soon get used to.

All you need is
- a quiet space,
- either a landline telephone / basic mobile phone
- or some form of computer (a smart-phone, pc, laptop, mac, tablet/ipad,) with an internet connection, a microphone, speakers and a webcam (though the webcam is not essential). A modern laptop usually has all of these, or you can add them quite cheaply. Earphones with a microphone included can be a cheap solution which also cuts down background noises. Smartphones and tablets/ipads work fine too: you just see fewer people at once.

Preparing
- Try it out in advance, ideally with a friend who can help you – it takes away the stress, and lets you learn peacefully first.
- Learn about a few features and controls you can expect to find (layout varies according to the device and software you are using, and there are different controls on a telephone).
- Live adventurously! Be prepared for a few glitches, like anything new – you will soon get used to it. Friends will be happy to help you.

Starting
You start by either dialling a phone number and keying in a few numbers, or by clicking on a link, usually emailed to you or on a website. Online meetings have a meeting ID number and usually a password. If you haven't used video-conferencing software on your computer/device before, you can quickly download it onto your device. Everything is explained in the detailed sections for your equipment later on. Sometimes there may be a "waiting room" from which your host will bring you into the meeting. Or you might need to wait for the host to arrive.

Seeing
When you enter the online meeting room, everyone who has their camera turned on can be seen. Those on the phone or with their camera switched off appear as a blank square with their name or phone number underneath. You can choose to have your camera on or off – check yours when you join the room. If your camera is on, check what people can see behind you! To see more than one person, choose "gallery view" (we'll show you how later). "Speaker view" shows just the person speaking. The size

of your screen and your internet connection will determine how many people you see on your screen. So some people will see four people, others may see nine, and those with huge screens could see 36 or more. You can scroll across to see other people.

Hearing/Speaking
Anyone can speak (and be heard by everyone!) if their microphone is not muted. The person speaking is highlighted on the screen. For Quaker meetings it can be best if most people mute their microphones to limit distracting noises – check yours when you join the room. Just remember to unmute any time you wish to speak. Some people find the quality of their sound is improved when using headphones, or earphones with a microphone.

The elder and facilitator
An online meeting for worship will normally have an elder, who focuses on holding the meeting, just like in a physical meeting for worship. The facilitator will run the administrative and technical aspects. They will usually welcome people at the beginning, and close the meeting at the appointed time – perhaps with a picture of shaking hands. The facilitator will also help with the technical side of things. The facilitator has some extra controls, and can mute people's microphones or turn off their cameras if necessary. In unlikely circumstances, they could also remove someone.

Text chat
Some meetings use a "chat" feature, where most people can type messages to the group. This allows people in a big group to greet one another and chat afterwards, and can be used for ministry in online Quaker meetings, along with spoken ministry. When joining meeting for worship it is helpful to introduce yourself to everyone in the chat (if you can), perhaps just hello and saying your geographical location. There is also the facility to send a chat message to someone individually, which can be helpful before or after meeting. However, during worship private messages would only normally be used by the facilitator or elder – you would not normally have a whispered conversation during meeting for worship, would you?!

Participants: Computer users can click to see who all the "participants" are.

Other features: There are useful features, like sharing your screen and break-out rooms, which we don't need in worship and we won't go into here.

Around you: You may find it easier to move into worship if you have a few things that give you triggers that this now is a worship space for you. Some examples are having *Quaker faith & practice* beside you, flowers, a picture, the Bible, a view from the window, or you could just put some cloth over your clutter. On the other hand, one online worshipper recently ministered about his realisation (and delight) that stillness could be found amongst all his everyday things, right where he was.

Common problems? Appendix 10 has advice on these.

2 Introducing Zoom for online worship

2.1 Introducing Zoom

Zoom is a way of holding online meetings. It is similar to Skype, but we do encourage the use of Zoom because it has some useful advantages:

- Quakers across Britain and internationally have been successfully using Zoom for worship, and meetings for worship for business. Zoom is used by many government organisations, charities and companies. BYM uses Zoom and is investing in more Zoom capacity for large meetings.
- We find the connection is more stable than Skype, so you get fewer problems with video freezing or sound breaking up.
- You can see lots of people's faces at once, depending on the size of your screen, which is useful both for worshippers and for those providing support.
- You can join on an ordinary telephone too – important for inclusion (see Appendix 11).
- You don't need to know people's online addresses or send messages to connect in advance. The meeting details or link can be sent to extra people, or be on a website.
- To join a Zoom meeting you do not need a Zoom account, with a login etc, nor do you need to pay for any software. The person setting up the meeting needs access to an account.
- You could use it as just a teleconference with phones or computer audio only.
- Zoom has all the useful features described in the section about online worship (and a lot more besides).
- Other software solutions are available, of course. We don't have the capacity to produce a guide for other software, and it may well not have all the features described here. However, many of the same principles will apply, which you can adapt if using another piece of software.

2.2 For those very familiar with computers

If you are very familiar with computers, these may be enough for you as a participant:

- Section 1 of this guide
- The introductory video here: https://www.woodbrooke.org.uk/about/online-mfw/Online-worship-advice
- Section E "During the meeting" in the Appendix that matches your device.
- Appendix 9 has a one page reminder
- This two page introduction: https://www.craigfreshley.com/zoom-meeting-basics/
- Internet searches and videos, starting with this from Zoom https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting-

We would still encourage you to try out connecting beforehand.

2.3 **For those wanting step-by-step instructions**

Zoom looks a little different on various devices, with buttons in different places. The process of starting can be different too. So we have produced step-by-step instructions in different Appendices for joining Zoom for the first time, and during the meeting on:

- a Windows personal computer or laptop, or a macbook
- an Android smart-phone or tablet
- an iPad or iPhone
- an ordinary telephone

(Sorry, we don't think Zoom works on a Kindle Fire.)

They start with downloading the software, and then show you some basic controls you can use during the meeting – like muting your microphone.

You may want to ask someone to talk you through getting connected, over the phone. And having a practice go really helps.

Appendix 9 gives a one-page reminder.

Appendix 10 has Tips for Common Problems in Appendix 10.

Appendix 11 shows you how you can help other people be included in meetings, by using your own phone to help them connect.

Zoom's Help Centre often gives explanations for each type of device or operating system:

3 Being facilitator or elder for worship online

This section gives some useful experience, built up by the facilitator/elders of online Quaker worship run by Woodbrooke and Europe and Middle East Section of Friends World Committee for Consultation. Then the next section covers how to set up online worship for your community.

Before we get started here are some key words:

- **Host** – Zoom refers to the person in charge of the meeting as the host.
- **Facilitator** – We use this word for the person in charge of running the meeting, just like a facilitator in real life who helps keeps a worship or meeting on track. The facilitator is the host. They will be in charge of the technical side of the meeting.
- **Elder** – In Quaker faith and practice the Elder is responsible for the right holding of meeting for worship - in online worship this is no different. Often, the facilitator is also the elder but this maybe shared between two Friends.
- **Support Elder** – If the facilitator is also eldering the worship then you will have a support elder who will help you, their role is to uphold you and the worship. You can call on their help if you need it and they will help you keep an eye out on the chat and participants. They can also help answer technical questions. You can have an experienced Support Elder for your first time.
- **Participant** – The term for anyone attending a Zoom meeting.

The facilitator will have some extra "host" features they can use, as we will see. The elder and support elder can be given most of these features as "co-hosts". Watch this video for an introduction to extra features of the host: https://support.zoom.us/hc/en-us/articles/201362603-What-Are-the-Host-Controls-?mobile_site=true

Days in advance
Practice logging in as a facilitator or elder some time in advance, using the host login details you were given – just in case there is a problem.

Try out the extra features you may need to use. If you log in from two devices, you can practice with yourself – eg muting or renaming someone, muting all.

Choose your "close of worship" picture, and practice sharing your screen with it on.

If you are having a separate facilitator and elder, be in touch with the other person. See if you want to vary the roles between you at all, and check who will have host/co-host controls.

Give a little thought to what you will do if there is an unwanted interruption of the worship (just like there might be in a physical meeting). It could come verbally, on the chat, or something on a screen (accidentally or deliberately). There's some advice below, and there are things to think through and practice in sections 4.5 and 4.6.

On the day
Let other people in your home know you are starting worship. Close everything else on your computer, so you don't accidentally share things to the whole group if you share your screen later. Plug in your power cable. Silence phone(s). Check out what is behind you that can be seen by everyone!

The facilitator opens the "close of worship" picture on your computer, ready to be shared at the end. The facilitator may want to have typed up a few things they may want to copy into the chat (eg the explanation at the start of worship).

Try to have a few minutes of silence alone in preparation.

Joining the worship space
Come into the online worship space about 15 mins before worship starts – earlier if you can and expect lots of newcomers. If you have host rights, login using those (either signing in to Zoom or using "join the meeting as host").

First, switch to "gallery view". Be aware that in a large meeting you need to watch for a second screen of people appearing and move to that. You can switch to "speaker view" later if needed, which can help you see who is speaking or where background noise is coming from. People may well ask how they can see everyone – they need to choose "gallery view" – but the number of people they see depends on the size of their screen and the bandwidth they have.

Open the "Participants" box on your screen. Rename yourself, adding your role before your name, by clicking on your name and making the change. Open the "chat" box on your screen.

As people arrive
When the first person arrives, send a message of welcome, and keep doing this, so people see the chat starting, eg: "Welcome to Meeting for Worship. We are starting at XX time for half an hour/an hour. You may want to put in the chat a greeting and where you are joining us from. Let us know if this is your first time in a Quaker meeting."

People can't read the chat that happened before they arrived, so you need to re-post this several times as people arrive.

You are like a virtual doorkeeper or welcomer: talk to people out loud and in the chat, up until the last few minutes before the start time. If you expect quite a few people who are new to online worship, greet each new arrival verbally, especially those joining without video, and ask them to say something – so you can check they know how to unmute and their mic is working – and encourage them to mute again. It can help to leave a few people unmuted, so there are some natural ambient sounds. Encourage people to click to open the chat box and introduce themselves.

You can offer to rename people. For example if someone arrives by telephone we only see their number. So before the worship start time, you might ask "Would our Friend whose phone number ends in 789 like me to type in their name instead?". You re-name them either by clicking their number in "Participants", or by clicking on the blue square in the corner of their box in "gallery view", where you also get some other options.

A lot of people use the chat on arrival. Remember those who cannot see it.

Newcomers
Just like in a physical meeting, if someone arrives who is new to Quakers, you will want to give them a good welcome.

You can send them this link in the Chat, where there is information for newcomers. It leads on to sections of the BYM website suitable for newcomers and seekers.

https://www.woodbrooke.org.uk/wp-content/uploads/2020/04/Online-worship-for-seekers-and-new-worshippers-PDF.pdf

If they arrive well in advance, you could also set up a break-out room, and invite them and one or two Quakers to have an introductory conversation there before the meeting starts. This could continue after meeting.

Here are some common technical questions you might be asked:

- **How do I see everyone? / How do I switch to gallery view?**
  There is a button you click to switch between gallery and speaker view; speaker view shows one large person on the screen and gallery displays participants in a grid. You can find this in the top right or top left of the screen depending on which device you are on.

- **Why can't I see everyone?**
  If the participant has gallery view on and can't see everyone it's because there is a limit to how many cameras can be displayed. This is 4 for a phone, 9 for most tablets and varies for laptop/desk computers based on screen side and bandwidth. You can always scroll across to see everyone (even if not all at once), this can be done with the arrow keys on a keyboard or with a finger on a touch screen.

- **Where is the chat?**
  The chat is usually on the right hand side, depending on the device. Participants will get notifications when someone puts something into the chat, clicking these normally opens the chat. On some devices there are three dots (ellipsis) "…" click this to bring up a menu where chat can be selected.

A couple of minutes before the start time
Say that worship is going to start in a couple of minutes. Repeat this in the chat.

At the worship start time
Say something like this: "Our worship is starting, so now we are in a worshipping space. All are welcome to minister if you feel moved to – verbally (remembering to unmute your mic) or by typing in the chat box. If you have technical problems, please raise them in the chat, or preferably hold on to them until the end. After [time period] I will close the meeting by showing a picture of Friends shaking hands, and speak to you."

When an online meeting for worship is well established, with few novices joining, you may revert to the practice of everyone joining the meeting in silence, with perhaps just a short welcome to all at the appointed time.

Eldering Worship
Once the time has come to start worship and hopefully all the participants are starting to settle in, the worship starts. Here is where the role of elder becomes important; the elder is responsible for the right holding of meeting for worship and online worship should replicate worship as much as possible.

-   We hold the silence together – that includes the chat.
-   People give ministry when moved by the Spirit to speak.
-   Ministry may also be given in the chat.
-   At the end of the worship the elder brings worship to a close.

Holding a virtual worship in right ordering can be more involved due to the fact worshippers join from various locations and aren't always familiar with online worship. You might have to contend with background noises, distractions or technical challenges but you also have more tools at your disposal to help.

Mute your mic, especially as you may well be heard typing in the chat. Keep an eye on the chat, as people can give quite a lot of typed ministry. Your meeting may need to decide whether typed ministry is read out, for the benefit of those who cannot see the chat, or remains typed (perhaps as intended by the writer).

Participants will have been encouraged to keep themselves muted and settings may mean they join the meeting muted by default: this particularly helps with late comers. Sometimes a bit of background noise can be atmospheric, but you may get the sense that a participant is making noise which is disturbing the worship. If you are the host or co-host you have the ability to mute them. You can see which participant is making sound by looking at the participant menu: they will appear towards the top of the list, with their microphone symbol moving. Click the participant menu and hover over their name, it should give you the option to mute. To find a loud participant quickly you can return to speaker view and they will fill your screen. Click on their face, then the blue box in the corner and you can mute them. Once you've muted a participant you might

want to privately message them to explain that they were making some noise but they are able to unmute themselves to give ministry if they wish.

If you need to quickly mute (or unmute) everyone, press Alt+M. Or you can do this with Mute All at the foot of Participants.

You can use the chat to interact with your Support Elder or Elder/Facilitator via private chat if you have concerns about anything. The private chat can be used to interact with participants if they look like they need help. Friends may raise technical questions with you: you can talk to them privately but we suggest asking them politely to hold their technical questions until the worship has finished.

Through the participant menu you also have the ability to stop participant's video and remove them from the meeting as a last resort.

The ability to mute, stop video and hold or remove participants is only available to hosts and co-hosts. If you are working with another Friend we recommend that the facilitator focuses on upholding the technical side of the meeting; keeping the quality of the silence and answering technical questions, while the elder focuses on upholding the worship itself, using the chat to interact with participants and bringing the meeting to a close.

Closing worship
When the time to end the worship has arrived, the elder brings worship to a close. You can do this by speaking, telling Friends it has ended and thanking them for joining worship today; it's advisable to also type this in the chat. If you feel confident you could also use the screen share feature to show an image for a couple of minutes whilst bringing worship to a close – here is an example:
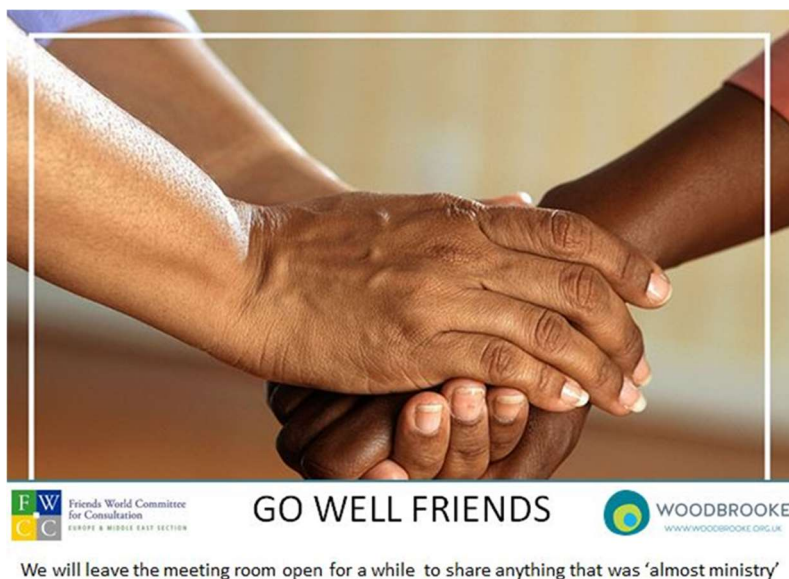
The elder or facilitator can explain they are welcome to leave, or put a message on the chat. Explain you will hold the space open for about 15 minutes. (It may feel appropriate to stay longer). You may want to put up an email address so people can

make contact with the facilitator after the meeting has finished – otherwise they have no way of staying in contact. The facilitator can put those messages in the chat.

Once the worship has ended, explain that participants are welcome to stay and talk for a while if they wish. Much like before, the facilitator's role is to create a welcoming environment. You might ask Friends if there are any reflections they want to share from worship (like afterword) or ask them if they have any news to share or had any difficult with the technology.

Once you feel the conversation is dying down or you wish to leave tell all the participants you are going to close the meeting. Click the leave button and click 'close meeting for all'.

Some further ideas

As experience with online worship grows, you could consider some of these ideas:

- Using a break-out room for children and young people (with two adults each). Those moving to the break-out room could raise their hands to be moved into a separate room after a period of worship together. Or they could be pre-assigned to a break-out room when they arrive. (See section 4.5 for limitations)
- Having a break-out room set up in case you want to move people there for a quiet conversation.
- Putting announcements in the chat after meeting
- Encouraging people to say their joys and concerns after meeting, or have 'afterword'.
- Using break-out rooms to enable people to chat after meeting, for example dividing people into break-out rooms of about six people each, randomly.
- Holding an enquirers discussion in a break-out room.

Here is a round-up of ideas developing in meetings across Britain:

https://www.quaker.org.uk/blog/worship-in-lockdown-new-forms-of-community

4 Running online worship for your community

This is a basic guide to get you started. It is being updated periodically. There is a wealth of information online and we'd encourage you to join social media groups who will be sharing their ideas and experience.

4.1 Who is your online worship for?

Think about who you hope will come, and how it may develop in the future.

- Will your worship be open to newcomers, and those from other meetings? In very challenging times like these, more people may be genuinely seeking, or returning to their Quaker roots. More people will need what Quaker worship offers.
- Do you really want to hold worship in a way that is hard to find? Or to access?
- You may consider that holding worship within a closed group is all that your community can manage presently.
- Quite a few meetings have started quietly for a week or two, and then as they became more confident, opened outwards to be accessible to others.

   There is more on the technical aspects of this below.

Think about those who may find it hard to connect online:

- Those with just an ordinary phone can join too (if you enable this setting). This facility is a good reason to use Zoom. You may need to offer some help. You can learn more in Appendix 6.
- Some people might be excluded, because:
  - They don't have a broadband connection, or
  - They can't navigate a new technology,   or
  - The cost of a long phone call is a barrier,   or
  - They can't get their sound to work.

  You can find ways you can enable them to join your worship in Appendix 11.
- Quite a few people will need individual help to learn to join by computer. Who do you have in your meeting that can help them, talking it through over the phone? It really helps to run trial sessions, and informal chat sessions beforehand.

4.2 Zoom accounts

Unlike Skype, which is free, if you wish to hold a meeting longer than 40 minutes then the host of a Zoom meeting needs access to a subscription account. The "Pro" account currently costs £11.99 a month + VAT. The charge is made via a bank card, automatically. It can be cancelled at any time - there is not a set number of months to sign up for. Or you can pay £9.99 +VAT a month for an annual subscription.

Details of accounts are here: https://www.zoom.us/pricing

An organisation or group can share this account. By providing the email address used to setup the account, several people can act as 'hosts' to schedule meetings. You only need to share the password for the Zoom account - not the password for the email address itself. Think about which email address you want to use – best if it is an organisation's account eg clerk@suchandsuchmeeting.org.uk etc. But please don't use the ones ending in @quaker.org.uk, as this causes a clash with BYM's Zoom accounts

It is not possible to hold more than one meeting at the same time with this type of account. While you can buy more licences, the cost saving is not great compared to having more accounts, and it may be more complex to administer. For the moment, the simplest route is to have individual Zoom accounts for each meeting wishing to worship at the same time.

4.3 Types of Zoom meetings

When a meeting is scheduled, a unique link to that meeting is created which can be emailed to all invited participants, or put on a website.

We suggest you set up your regular meetings that occur at the same time each week as a "recurring meeting" – like you would in an electronic calendar. In this way, the same link can be used to join the meeting each week.

4.4 Host and co-hosts

It is really helpful to have more than one person in a meeting with the host rights – so they have the extra controls for things like muting people, shutting off cameras etc. Co-hosts do not have all of the extra controls that hosts do though.

You can do this during the meeting. The host clicks on the person's picture and chooses the option to make a co-host. (The option to add people as co-hosts when setting up the meeting only seems to work when you have a business account with several licences.)

Here's a video introducing some of the extra features the host or co-host has:

> https://support.zoom.us/hc/en-us/articles/201362603-What-Are-the-Host-Controls-?mobile_site=true

4.5 **Avoiding and Responding to Undesirable Intrusions**

With the sudden rise of online meetings, the phenomenon of "Zoombombing" has appeared – where people deliberately make trouble in someone's online meeting. Sometimes this involves showing sexually disturbing images. This can happen whatever software you are using.

Here we explain the potential threats, and the measures you can take. Just like dealing with the risks of fire in a building, there are ways to avoid or reduce risks in advance, and ways to respond well if they do happen.

Principles

There are some important principles to understand first:

- Some measures tackle some threats, and others tackle other threats. Don't imagine that one measure (eg a password) will eliminate all the threats.

- Some measures are wise in almost all circumstances. Others have pros and cons. In particular, if you keep your meeting entirely secret, or make it very off-putting to access, or only admit people you recognise, then genuine newcomers and returners will not arrive: they will lose out, and your meeting will lose out.

- So you need to consider the circumstances of the meeting, particularly who might be participating, and decide which measures to take. Some meetings need different approaches – what you decide is appropriate for a youth group, or a meeting of overseers, would be different from your public worship.

- Whatever you choose, you still need to be ready to respond during your meeting, because determined intruders targeting your meeting can bypass some of your measures. In particular, people can look and sound genuine and be admitted, and then act.

Provided you take reasonable measures, and are reasonably well prepared, as we will explain, you should be able to handle things satisfactorily.

Keep in mind that we do have unexpected or inappropriate intrusions into worship when we meet together in person. So elders using some of the same approaches during a meeting online will be useful. There will also be measures that are particular to online settings.

Quaker worship has some different characteristics from some other religious worship. We are all able to contribute equally out loud. We are not following a single leader, or music. And being open to all is fundamental. So some considerations will be different.

As one Friend put it: "*Our local meeting has decided to carry on making our links public – our facilitator stands ready to block people if necessary. We wanted to strike the balance of keeping safe and keeping open. We reminded ourselves that our meetings have always been open and not entirely safe. Early Quakers refused to close meetings and hold them in secret – and got hauled off to gaol as a consequence. Other dissenters met in secret but we refused to hide a meeting.*"

Understanding potential threats

Probably the most dangerous and disturbing is people randomly trying to join an online meeting to make mischief. These people are choosing random numbers, manually or with an automated system. Zoom and other software providers have cracked down on this, for example by increasing the complexity of Meeting IDs and passwords, and the number of such attacks has reduced substantially.

Others are scanning social media for links they could use to join, also fairly randomly and casually. So not publicising the actual links to worship on social media will reduce problems considerably.

This does not mean you should not put a link on your website, as these are much less likely to be used by the kinds of people described above.

Some people may be targeting groups like your Quaker meeting. They are rarer, but much more likely to be determined and more sophisticated in their behaviour.

You could respond to the threat of random and targeted intrusions by making enquirers email the clerk or someone in the meeting, before they receive the meeting link or password. This may well put off some malicious people. But the more determined ones may still get through, being able to pass as a genuine enquirer. And in the process, a very large proportion of genuine enquirers may be put off. It is also quite a responsibility to ask a clerk to decide who can attend meeting for worship: who can tell what a real enquirer looks like or sounds like?

It is also important to remember that people well known to you within your own meeting community are capable of causing deliberate or accidental harm. Online safety is not just about strangers, just like safeguarding in a physical meeting.

So, give some careful consideration to what measures you take, and discuss them. Whatever measures you decide to take, it is important to be ready to take steps swiftly to respond.

Measures you can take in advance

Some settings are likely to be wise in almost all circumstances:

(See how to set them in 4.6 and Appendix 7). You can:

- Use **complex Meeting IDs and passwords** – reducing random guessing.
- **Not share links and passwords on social media** – see above
- Prevent **screen sharing**, or only allow the host to share. This eliminates the most damaging intrusions. You can change this during the meeting if needed.
- Disable **virtual backgrounds,** eliminating unwanted images
- **Hide participant profile pictures in a meeting,** eliminating unwanted images
- Disable **file transfers,** preventing malicious files
- Disable **recording**, or only allow the host to record
- Prevent **removed participants rejoining.**

Others have more pros and cons to consider:

- **Enabling the Waiting Room**, so the host brings people in one at a time or as a group. If you only want to allow certain known people into the meeting at the start, this is good. However, this will only work if the host knows everyone well. Those arriving cannot reply to the host, so screening is only possible by name or image. So this method will exclude people who are newcomers, or just not recognised by the host. Alternatively, you can turn on the Waiting Room during the meeting, with the Security button. You could choose to do this some time after worship has started, to block random attacks. Also, bear in mind that if you enable the waiting room automatically and the host fails to arrive, the meeting cannot take place.
- **Locking the meeting room**. This security function will exclude everyone arriving after the room is locked, genuine or otherwise. Again, you could choose to do this some time after worship has started, to block random attacks. However, it will also exclude anyone whose internet connection fails and tries to rejoin. It could be better to enable the waiting room instead, which has the same protective effect, while still allowing the host to admit known people.
- **Chat options.** There are a variety of options to choose from. Restricting private chat messages to the host has the advantage of removing a risk of hidden abusive comments; however it also reduces participants' ability to communicate socially with Friends before and after worship.
- **Whether and where to publish access details** – see the discussion above.

A full list of **suggested settings, with some more to consider, are included in Appendix 7**.

Measures you can take during the meeting

Your facilitator/elders (and co-hosts) can be well prepared, by knowing how to:

- **identify a speaker** - with Speaker View
- **mute all mics** - using Alt+M, or "Mute all" at the foot of Participants. You may need to immediately stop people unmuting themselves (see how below)
- **speak confidently to the participant** – just as an elder would do in a physical meeting
- **stop video**   }
- **put in waiting room** *This can be your fastest and*   }   Click on their
  most effective measure. It works even when the   } -   picture options, or
  Waiting Room was disabled. Then you can think.   }   in Participants
- **remove a participant** from the meeting   }

- **move into a break-out room** allows for a conversation. This is a more constructive response than just putting someone in a waiting room or removing them. You could set up a breakout room in advance, choosing options so that participants will be moved there automatically when the room is opened, and so they cannot return themselves. If needed, you assign the participant to the break-out room, open the room, and then assign perhaps a co-host to join them. However, this would not be a good option if someone is being particularly offensive, as the co-host then faces the same situation. This option will affect all other breakout rooms, for example a children's meeting.
- **turn on waiting room during a meeting**, to prevent repeated malicious arrivals, while still admitting known people.

Hosts can change some security settings during the meeting, by clicking on the Security button.

They can immediately:

- Lock/unlock the meeting
- Enable/disable the waiting room
- Allow/disallow screen sharing
- Turn off/on the Chat
- Stop/enable people renaming themselves

Hosts also have controls at the foot of the Participants box:
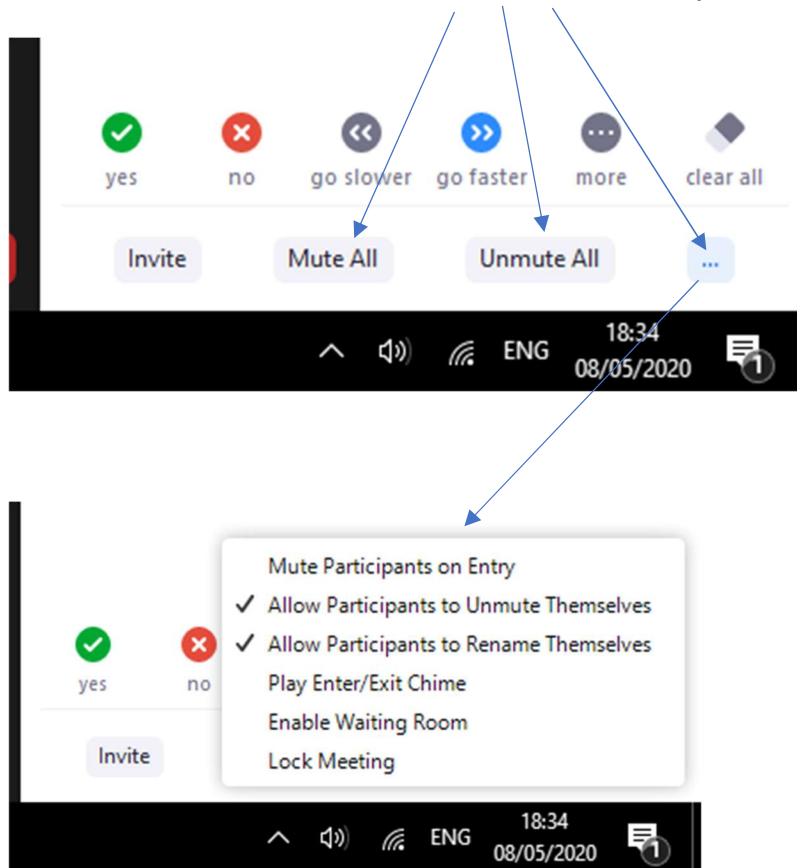
By unticking these, you stop a participant from unmuting themselves, or renaming themselves.

Practice

As one Friend put it: "*You need to practice and be fluent in these responses, not discover them in the middle of an unpleasant interruption*".

Cautions about break-out rooms

Note that hosts do not have some of their security controls when they enter a break-out room. They can still mute, stop video, rename, and cancel screen sharing, or stop the whole meeting. But from inside the breakout room hosts cannot remove participants, or put them in the waiting room, lock the meeting or turn on the waiting room. They need to come out first.

Participants in breakout rooms **can** share their screens, even if these features are turned off in the main meeting space. Hosts can still cancel screen sharing. And participants can use annotations, even if those are set off in the meeting settings.

These limitations mean it is important to be cautious about who goes into breakout rooms with, for example, children. They also mean that we would not suggest using the main online room as a lobby, and holding the main meeting in a breakout room.

4.6 Changing settings

Bear in mind that some settings are specific to a particular scheduled meeting, while others are general ones determined by the settings for the account – so all meetings have those settings.

Importantly, you can see a lot more settings for your account when you sign in to it at [www.zoom.us,](www.zoom.us) compared to the settings you see when just signing in to the app/program on your device.

Zoom is repeatedly updating and improving its security features. It is wise to see what each new update offers, and to periodically check the settings for your online worship.

It is also important to check your settings if your account is used for other types of meetings, because they may have been altered for another meeting.

As explained above, some settings can be changed during the meeting.

4.7 Safeguarding, Confidentiality and Privacy

We need to be careful and thoughtful when using any kind of technology.

Safeguarding
Much of the guidance in sections 4.5 and 4.6 about settings and responses relates to safeguarding of children and young people, and adults at risk.

Your normal processes for safeguarding should continue to apply in and around online worship.

Some specific safeguarding advice when working with children and young people online is available in the Guide to Children's Meetings Online, and the Guide to Quaker Online Youth Work, here: https://www.woodbrooke.org.uk/about/online-mfw/Online-worship-advice

Confidentiality
Participants need to take care with confidentiality, remembering the same disciplines you would observe in a public meeting for worship.

Privacy and Data Protection
Appendix 8 offers guidance on privacy and data protection. Whilst some Friends will have particular concerns about data protection, and some media reports can be misleading, generally Friends should not be unduly concerned about holding meeting for worship, or undertaking business meetings online, provided the principles above are followed and you have considered and put in place the appropriate measures for your meeting.

4.8 **Publicising your meeting**

Consider using these channels:

- Email, ideally using existing circulations that people will open
- Social media – though without sharing the link to your meeting (see 4.5)
- Personal phone calls to Friends
- Websites
- Other places you normally publicise meeting for worship.

4.9 **Supporting people to join**

The most useful way of supporting people is to first offer an open session that people can practice joining. You could have this as an informal social time. People joining may need several people they can ring for help, as one person will become tied up with a long call.

It is important to instill confidence when people are using Zoom for the first time. It may seem easy to people who are familiar with technology, but very disconcerting for those who are not.

You don't need to be an expert to help, just reasonably familiar and positive. Think about who you have in your meeting who would be good at this kind of help – this is an opportunity to bring in people from the wider circle who may be more used to technology.

The step-by-step instructions in this guide are here to help those very inexperienced people to get connected and to become more confident using Zoom.

The screens and controls appear differently on different devices. It is a good idea for those offering help to first go through each device's instructions quickly, to familiarize yourself. Each set of instructions includes a screen annotated so you can see all the controls easily. See also the Common Problems Appendix, and the One Page Reminder Appendix.

Some people might be excluded from joining, because they can't figure out the technology, or their sound isn't working, or they can't afford the cost of a long phone call, or they have no broadband connection. Appendix 11 has two cute ways of enabling them to join in, at no cost to them, by ringing them up.

4.10 **Resilience**

Bear in mind that being a facilitator can be quite tiring, using all these host controls, watching and listening for issues. It can also get in the way of the facilitator's experience of worship. So it will help to train up a pool of people who can act as

facilitator, to share the load around. It can also help to have more than one co-host, for a large meeting.

It will also be important to share the login details for your meeting's Zoom account with a few others in the meeting, so that they can log in and start the meeting or be the facilitator, if your main person is not available.

4.11 Share your experience

Please share your experience by emailing QLAdmin@quaker.org.uk, and on social media.

Consider offering to help neighbouring meetings or area meetings – not all will have been as quick off the mark as you, and some will lack people with your skills (or courage!).

We have all plenty to learn, and we expect that Quakers' use of online worship and meetings will develop rapidly in the coming months.

Here is a **round-up of how Quakers across Britain are developing using online worship**:

https://www.quaker.org.uk/blog/worship-in-lockdown-new-forms-of-community

Appendix 1   More things you can do to support your Quaker community online

Here are a few ideas.

- A regular "virtual cuppa" social time

- A practice session, when people try joining online, and then a chat

- Phoning people and helping them join a practice meeting

- Hold online children's meetings – see the simple guide here: https://www.woodbrooke.org.uk/about/online-mfw/Online-worship-advice

- Linking up children and young people online

- An online networking space for young people

- A virtual space for Quaker parents for informal chats

- Study groups – for example Woodbrooke's Being Friends Together online resources here: https://together.woodbrooke.org.uk/welcome.php

- Worship sharing

- An evening epilogue

- An occasion focused on a particular theme – such as facing change, loss or new opportunities

- Area meeting for learning online

- You can find some more ideas here: https://quakeremily.files.wordpress.com/2020/03/gathering-in-worship.pdf

Elders and Overseers can find more advice here: www.quaker.org.uk/pastoralcare

Appendix 2   Holding committees and clerking online

A new guide for online meetings for worship for business is available here:

https://www.woodbrooke.org.uk/about/online-mfw/

Here is a really good blog on the subject, by American Friend Emily Provence:

https://quakeremily.wordpress.com/2019/08/23/virtual-clerking/?fbclid=IwAR3nj2ghLNcXAO0RAe-cUPVC2o3oEPA3J3VYlCWwHbtGm4NGX1qYeE3UTYk

You may also find parts of this pamphlet helpful, particularly for teleconferences, though Friends' experience and practice is starting to move beyond this for online meetings:

https://quaker-prod.s3-eu-west-1.amazonaws.com/store/06387eaf9cb2371d81f36117fce3709584dc27c082e824ab8164b30439a3

Appendix 3   Joining Zoom on a Windows PC or laptop, or a macbook

Section 1 explains about Quaker worship online, and is worth reading first. This section gives you step-by-step instructions. More confident computer users may prefer to download Zoom, enter the Meeting ID and password (if any) and skip to section 7.4 Now you have joined the meeting.

You may want to start with the video here:: https://www.woodbrooke.org.uk/about/online-mfw/Online-worship-advice

This section shows how you connect using Windows devices. If you have a macbook, the process is quite similar, and we imagine macbook users will have little trouble in adapting from these instructions.

A. Try it beforehand

It is best to have a trial run beforehand, so you can learn without being in the meeting itself, and get over any initial glitches without any stress. Someone could set up a practice Zoom meeting for you. Alternatively we'll give you a link below to a test meeting you can use.

You could practice with one or two friends, perhaps in the same house. Or it works well to have someone who is more familiar helping you over the phone at first.

If you do try it out just before the meeting starts, do this about 15 minutes beforehand, so there is no rush if you hit a snag.

B. Preparing

It is always a good idea to connect before a meeting is due to actually start. You can join after it has started if you need to.

You do not need a Zoom account to join the online gathering.

If it is a committee or an informal chat, it is good to have a telephone number of the person organising the Zoom conversation, who can help if you are unsure. Often there is a simple answer to a problem.

If you will be joining an actual meeting, it is good to turn your phone to silent, or you might have it on vibrate if you think you might get a phone call offering you help!

You may find it very useful to print out this section of instructions, so it is easier to follow. This is unnecessary if you are used to moving swiftly between windows on your computer.

Plug in the power cable for a laptop. Check you are connected to the internet.

C. Getting started

To start, you need to **click on the link that leads to the Zoom meeting**. You might be clicking it on a website. (On Woodbrooke's online worship webpage you click a box with the meeting's name in it, and it opens the link for you).

You may find the link as a blue "hyperlink" that looks something like this: https://zoom.us/j/123456789. It will have a different set of nine numbers for each meeting.

The hyperlink may have been sent to you in an email, looking like this:

Margaret Fell is inviting you to a scheduled Zoom meeting.
Topic: Your First Zoom Meeting

Time: Mar 17, 2020 10:00 PM London
Join Zoom Meeting
https://zoom.us/j/848090936?pwd=VVpVWTM1N1RyWWwrdno5WW1CZjM5UT09

Meeting ID: 848 090 936
Password: 156145

One tap mobile
+441314601196,,848090936# United Kingdom
+442030512874,,848090936# United Kingdom

Dial by your location
        +44 131 460 1196 United Kingdom
        +44 203 051 2874 United Kingdom
        +44 203 481 5237 United Kingdom
        +44 203 481 5240 United Kingdom

Meeting ID: 848 090 936
Find your local number: https://zoom.us/u/aeaON8ZPfa

You may need these.

If there is no password, you won't need one.

You can also test your connection on your own, before joining any meeting, using this link: https://zoom.us/test.

Open the link

If you have it as a blue hyperlink in an email or an electronic document or on a website, just click on the hyperlink.

If you were given it on paper, or it came electronically not as a hyperlink, you just open your internet browser (like Internet Explorer, Chrome, Edge, Safari etc) and type the link into the box at the top and press enter.

The programme starts to load

The first time you click on the link to join any Zoom on your computer, the programme needs to load, so the screen will take you through a series of steps:

Once you click the link, then somewhere on your screen you'll see the orange box below (which means the programme is starting the process of downloading automatically), so carry on…   But if you don't see the orange box, and nothing happens, skip on past the next 5 pictures to *If the progamme doesn't download automatically* (but take a look at the pictures just in case they do appear later on for you!)**.**
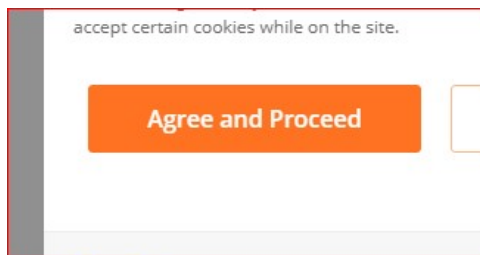
Click "agree and proceed" (or change the cookie settings if you wish). Then you get:
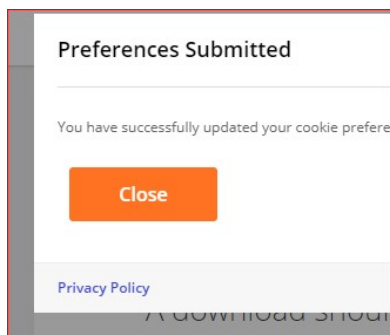
Click "close". Then it starts preparing to download but needs your permission:
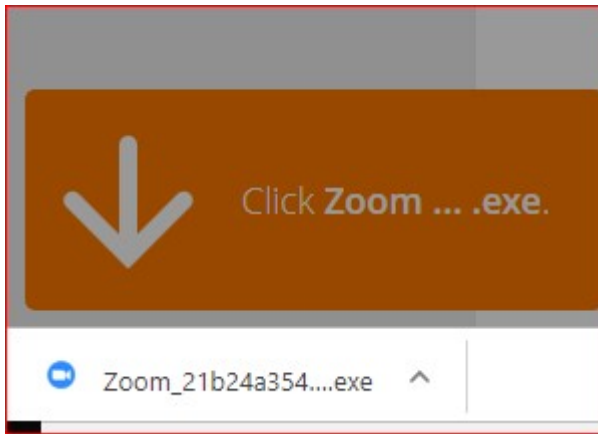
Find the download box (often at the bottom of the screen) and click on it e.g. anywhere beside the blue camera symbol.

Then you get:
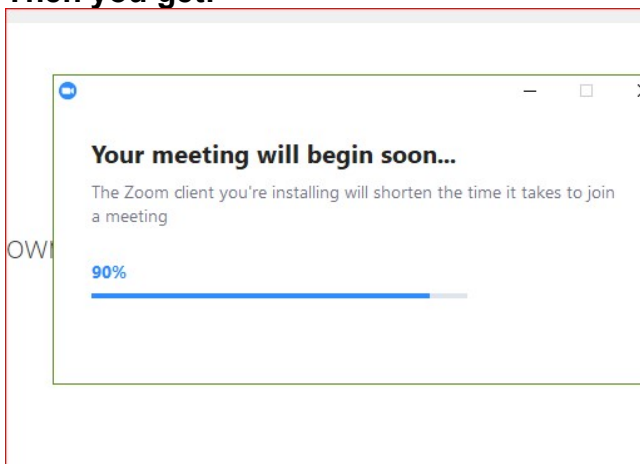
Let this happen for a minute or two, then you'll get:
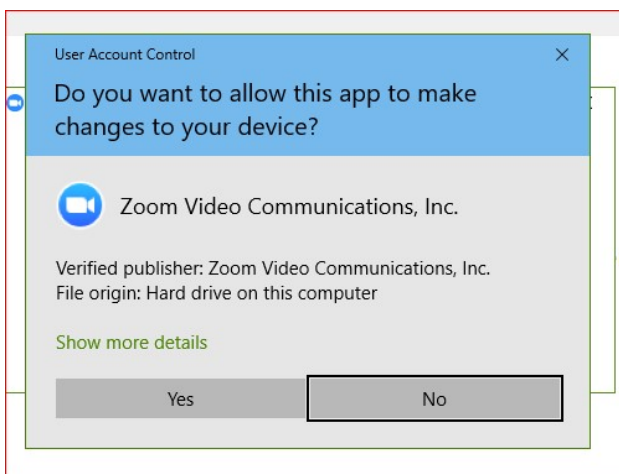
Move using arrow keys from "no" to "yes" so you get a box around it and click on "yes".

If the programme doesn't start downloading automatically *follow through this bit in italics. You will get this screen displaying for over a minute:*

When prompted, select Yes.

If nothing prompts from browser, download & run Zoom.
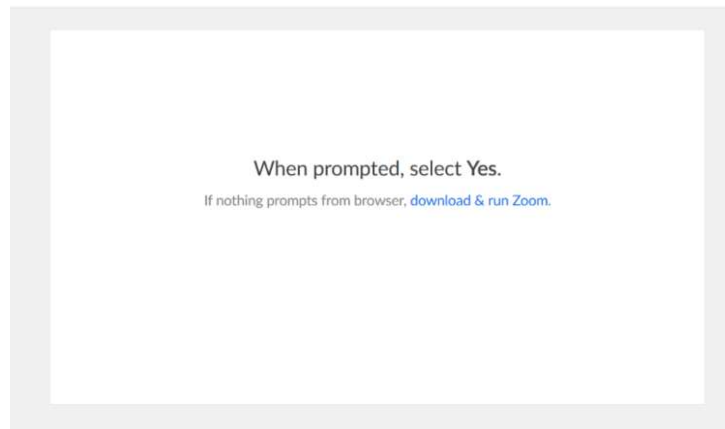
Then you just need to click on the blue text "*download & run Zoom*"

Nothing much happens for a while. You will probably at some point see this little rotating circle somewhere on your screen, which is a good sign, as the computer is thinking and moving along:

After a short while, you will get this box (often along the bottom of your screen):

What do you want to do with Zoom_9c606fc91304b963.exe (75.3 KB)?
From: launcher.zoom.us

| Run | Save | ^ | Cancel | ✕ |
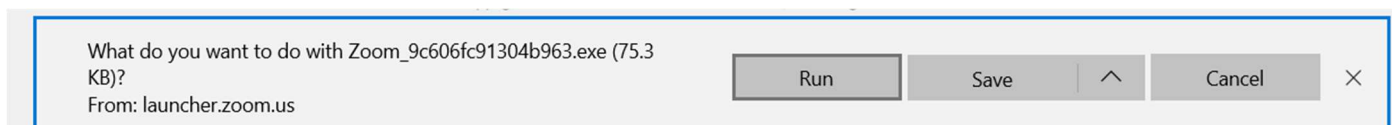
Click on Run *to start the download.*

Again, nothing much happens for a while, and you may get the rotating circle a few times.

OK so we are all back together after the italics bit 😊

If you are asked for a password, type it in. Some meetings have them, some don't.

You might possibly now be placed in a "waiting room", until the host brings you into the meeting. Or you might also have to wait for the host to arrive. You would get a message in the middle of your screen about both of these.

Then you get this:
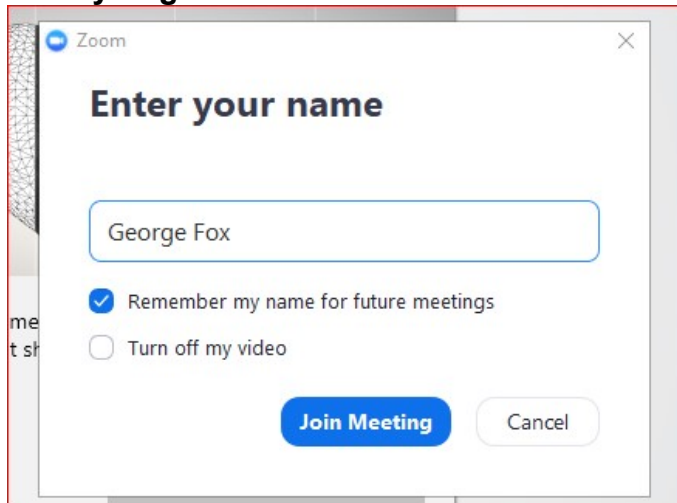
Type in the name you want use. This will display to the people in the meeting, under your picture. You could use your full name, your first name, or where you are joining from.

If you do want to start with your camera turned off, click in the open circle beside "Turn off my video" so it becomes a blue tick. (Most people usually have the camera on.)

Now click the "Join Meeting" blue lozenge.

Cross your fingers and toes and hope your screen changes to see happy faces….

D. You have joined the meeting

Now would be a good time to check your phone(s) are switched to silent.

Adjust the camera so your head is clearly in the centre, or shows the group if you are joining as a group. Check there aren't any distracting or embarrassing things in the background behind you!

If you are trying it out in advance, you can now test your mic and speakers. You do this by clicking on the little up-arrow next to the microphone, in the bottom left of the screen in the picture below.

- If there is a choice of microphone or speakers, choose the one you want to use.
- Select Test speaker & Microphone, then run through the tests.

If it's all fine you are now setup on.

E. During the meeting

To see the main controls bar at the bottom of your screen, you can move your mouse, click on the screen, or press Alt on the keyboard (Alt + Shift on some macs).

The screen will look something like this:

Gallery view to see more people.
Speaker view to see speaker.

Choose full screen view

Your name appears

See red line If you are muted

This person is speaking – yellow box

Mute /unmute your microphone

Leave meeting

Sound settings

Start/ stop your video

Other settings

See list of Participants

See chat box
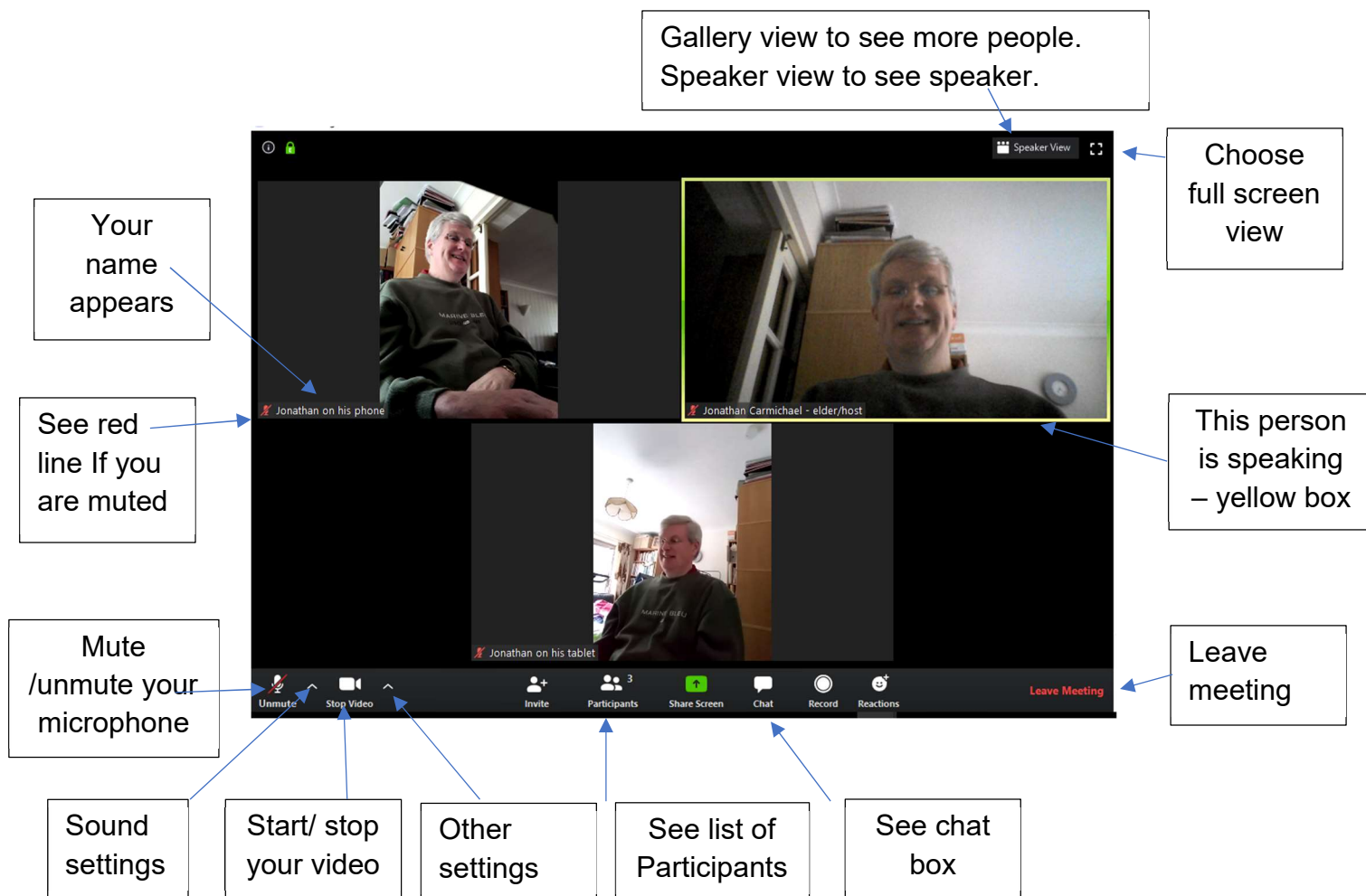
There are just a few more things to do, using the controls shown above…

First you may need to turn on your video camera

Click on this symbol to turn on video Turn video off by clicking this:
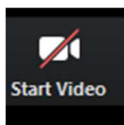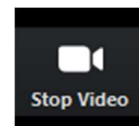
Check whether your microphone is muted or not:
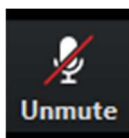
Muted looks like this: so click it to Unmute.

Unmuted looks like this: so click it to Mute.
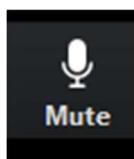
In worship or large groups it is often best for most people to mute: remember to unmute when you want to speak!

Choose what you see on your screen (by clicking on "Speaker view" or "Gallery view" button top right)**.** Most people choose "gallery view" where you see a group of people. If not everyone fits on your screen, you see the others by pressing Page Up/Down on your keyboard (or clicking an arrow on the side of your screen). If you choose "speaker view", you only see the person who is speaking.

Turn on the Chat box so you can converse with typing too, by clicking this:
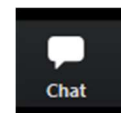
(Sometimes on smaller screens the chat symbol is hidden behind three dots in a circle.)

Then your screen will have an extra white box on the right like this:
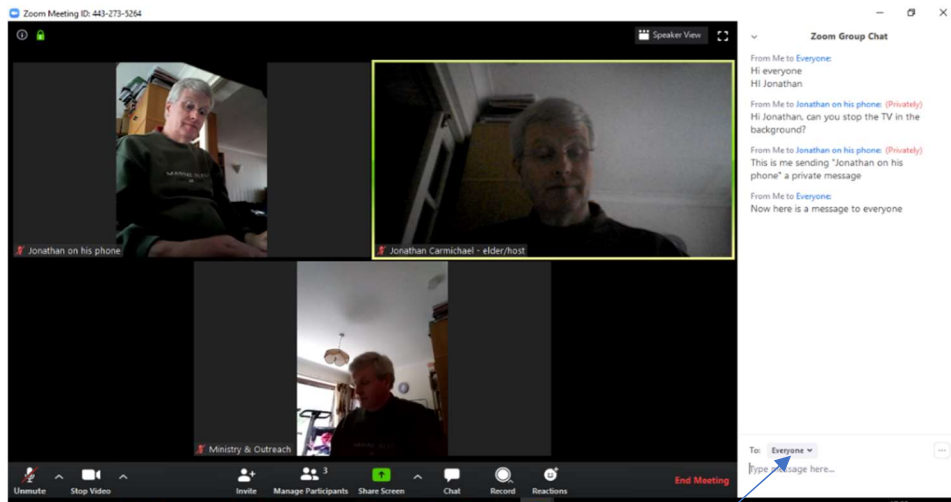
Everyone can type messages (at the bottom of the chat box) to everyone else. To just message one person (privately) just click on "Everyone" at the bottom of the Chat box, and choose the person's name.

In a large meeting it is helpful to introduce yourself in the chat eg "Hello, I am in Manchester" or "Greetings from Aberdeen" and it appears to the whole group, along with your name.

If you want to change your name on the screen, click on "Participants". This opens a Participants box, where if you click on your name you can change it. You can also see who else is in the meeting.
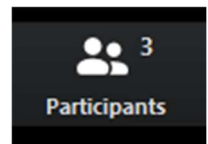
If at any time you go away from Zoom onto another programme, you can return to it by clicking on the Zoom icon at the bottom of your screen.

That's it. Settle back, and take part in the meeting. You might want to re-read section 1, now you have done all the technical things.

To leave the meeting click the red "Leave Meeting" (bottom right).
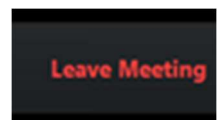
There is a One Page Reminder at Appendix 9.

F. For the future

Once you have taken part in one Zoom, your computer will retain the programme, so you won't have to go through lots of these steps again.

If you had any problems, or found something difficult, do ask advice from a friend. .As with many things, it is easy *when you know how!* Often the answer is quite simple to explain. The second of third time it will begin to feel much easier.

Then tell your friends!

Appendix 4 Joining Zoom from an Android smart-phone or tablet

Section 1 explains about Quaker worship online, and is worth reading first.
This section gives you step-by-step instructions. More confident users may prefer to download Zoom, enter the Meeting ID and password (if any) and skip to section 8.4 Now you have joined the meeting.

You may want to start with the video here:
https://www.woodbrooke.org.uk/about/online-mfw/Online-worship-advice

A. Try it beforehand

It is best to have a trial run beforehand, so you can learn without being in the meeting itself, and get over any initial glitches without any stress. Someone could set up a practice Zoom meeting for you. Alternatively we'll give you a link below to a test meeting you can use.

You could practice with one or two friends, perhaps in the same house. Or it works well to have someone who is more familiar helping you over the phone at first.

If you do try it out just before the meeting starts, do this about 15 minutes beforehand, so there is no rush if you hit a snag.

B. Preparing

It is always a good idea to connect before a meeting is due to actually start. You can join after it has started if you need to.

You do not need a Zoom account to join the online gathering.

If it is a committee or an informal chat, it is good to have a telephone number of the person organising the Zoom conversation, who can help if you are unsure. Often there is a simple answer to a problem.

If you will be joining a live meeting, it may be a good idea to turn your phone to silent, or you might wait if you think you might get a phone call offering you help!

Plug in the power cable, or have it handy. Check you are connected to the internet.

You may find it very useful to print out this section of instructions, so it is easier to follow. This is unnecessary if you are used to moving swiftly between windows on your device.

C. Getting started

To start, you need to **tap on the link that leads to the Zoom meeting**. You might be tapping it on a website. (On Woodbrooke's online worship webpage you tap a box with the meeting's name in it, and it opens the link for you).

You may find the link as a blue "hyperlink" that looks something like this: https://zoom.us/j/123456789. It will have a different set of nine numbers for each meeting.

The hyperlink may have been sent to you in an email, looking like this:

Margaret Fell is inviting you to a scheduled Zoom meeting.
Topic: Your First Zoom Meeting

Time: Mar 17, 2020 10:00 PM London
Join Zoom Meeting
https://zoom.us/j/848090936?pwd=VVpVWTM1N1RyWWwrdno5WW1CZjM5UT09

Meeting ID: 848 090 936
Password: 156145

One tap mobile
+441314601196,,848090936# United Kingdom
+442030512874,,848090936# United Kingdom

Dial by your location
    +44 131 460 1196 United Kingdom
    +44 203 051 2874 United Kingdom
    +44 203 481 5237 United Kingdom
    +44 203 481 5240 United Kingdom

Meeting ID: 848 090 936
Find your local number: https://zoom.us/u/aeaON8ZPfa

You may need these.

If there is no password, you won't need one.

You can also test your connection on your own, before joining any meeting, using this link: https://zoom.us/test.

Open the link

If you have it as a blue hyperlink in an email or an electronic document or on a website, just tap on the hyperlink.

If you were given it on paper, or it came electronically not as a hyperlink, you just open your internet browser (like Internet Explorer, Chrome, Edge, Safari etc) and type the link into the box at the top and press Go or Search.

Downloading the Zoom app

The first time you tap on the link to join any Zoom on your device, the app (programme) needs to load, so the screen will take you through a series of steps. These instructions used a Galaxy tablet: other tablets and Android phones may look slightly different, but the process should be the same.

First you have this box appear:
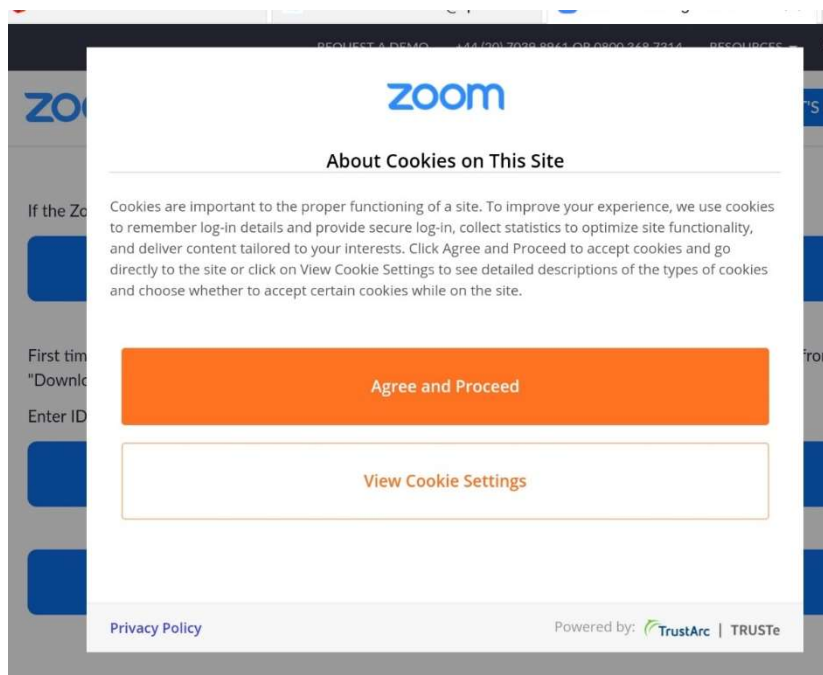
Tap "Agree and proceed" (or change the cookie settings if you wish).
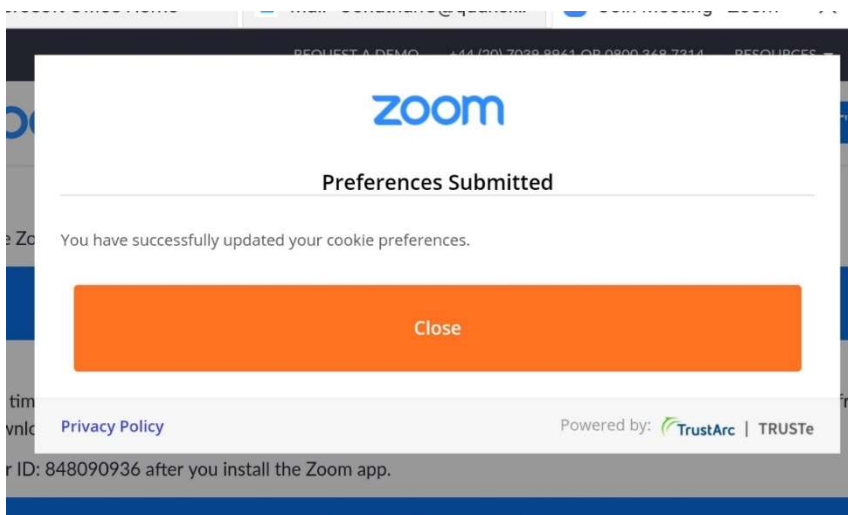
Tap "**Close**".

Then you are through to this screen:
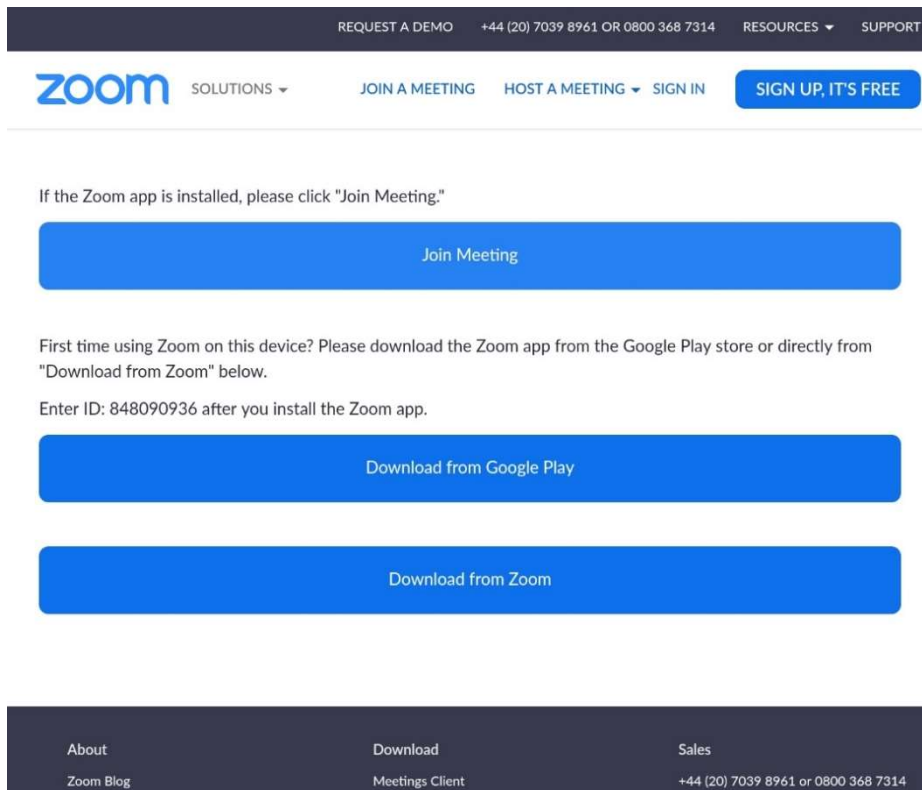
If the Zoom app is already installed, tap on the first blue box "Join Meeting", and skip ahead about 8 pictures below until you see the blue box "Join a Meeting"

If this is the first time using Zoom on this device, tap on the second blue box "Download from Google Play". Then this box appears:
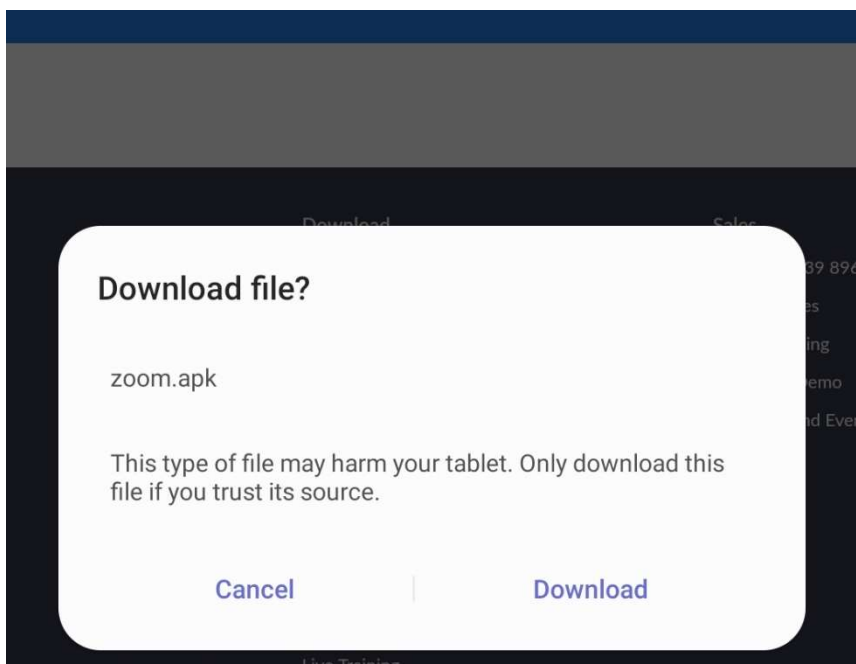
It is fine to download this Zoom set-up file, as Zoom is a trusted source.

Tap "Download". You get this at the bottom of your screen.
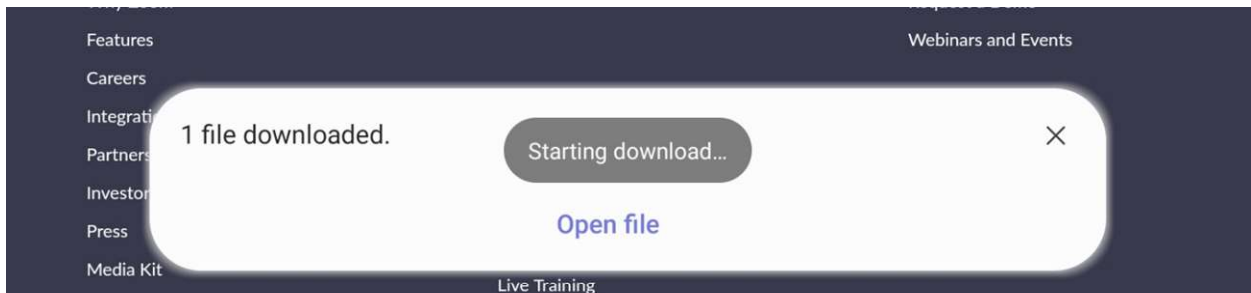
When it stops saying "Starting download" **tap "Open file"**
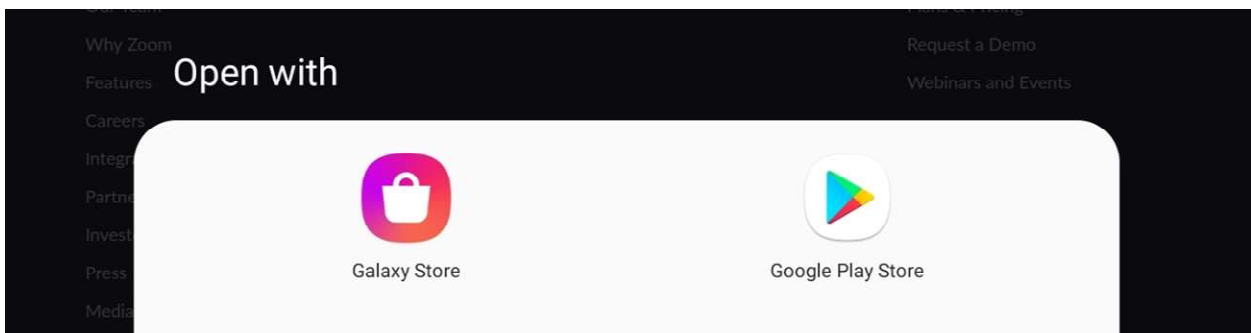
Tap on "Google Play Store". Don't worry, the app is free.

Then you get something like this:
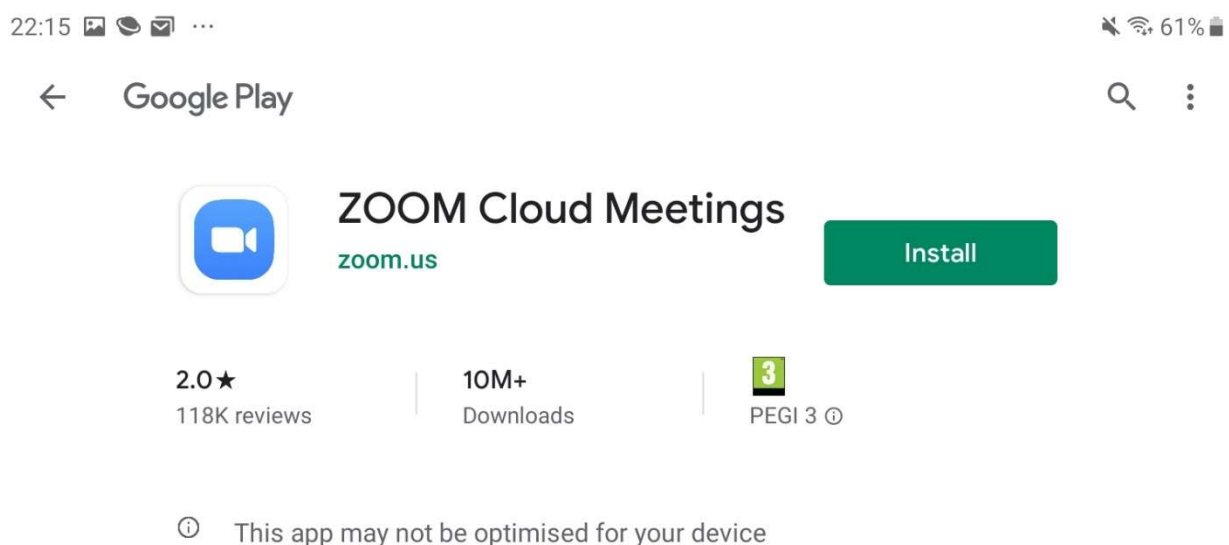
Tap on the green "Install" button.

On the next screen you can see the percentage downloaded gradually increase (underneath the word ZOOM) :

ZOOM Cloud Meetings
0% of 27.97 MB
Verified by Play Protect

Cancel   Open

ZOOM Cloud Meetings
47% of 27.97 MB
Verified by Play Protect

Cancel   Open
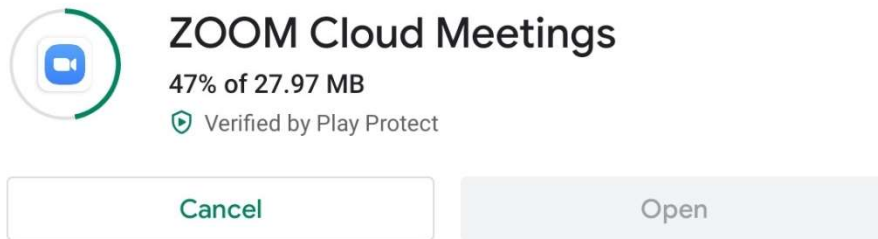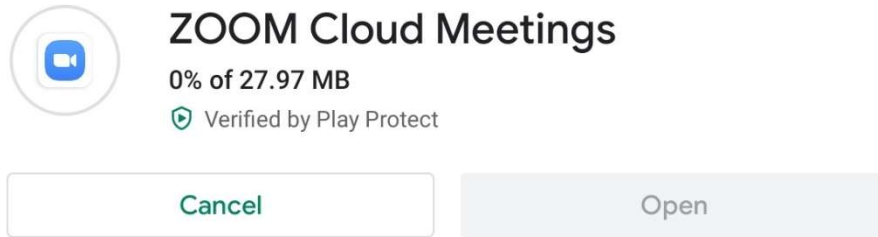
ⓘ   This app may not be optimised for your device

and it changes to say "Installing…" for a while.

ZOOM Cloud Meetings
Installing…
Verified by Play Protect

Cancel   Open
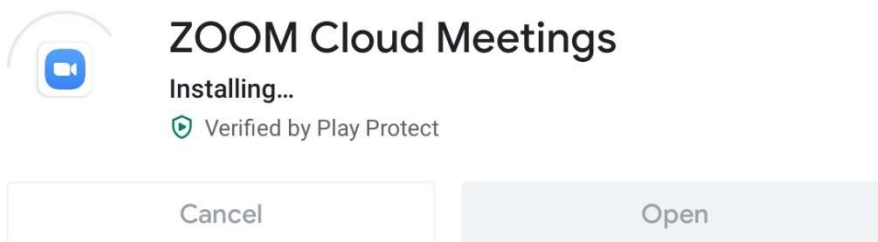
ⓘ   This app may not be optimised for your device

When it has finished installing you get this:

ZOOM Cloud Meetings
zoom.us

Uninstall   Open
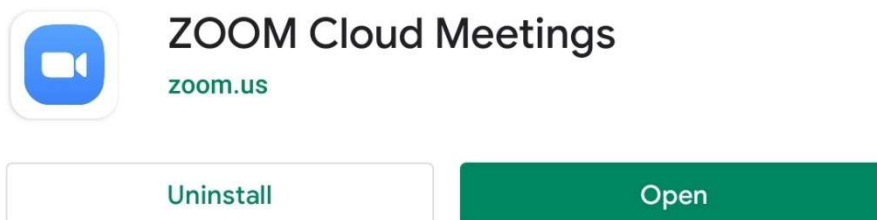
Tap on the green "Open" button to open the app. Momentarily you just get ZOOM on the screen, and then this blue bar appears at the bottom of the screen:
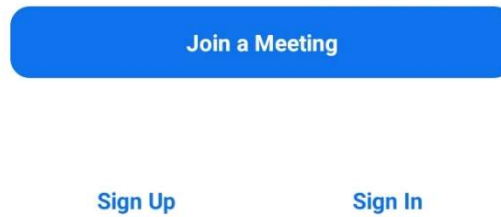
At this point you *could* Sign up for a free or paid account or Sign in – but these are all unnecessary to join the meeting. Instead, **tap on the blue "Join a Meeting"**, and you get:
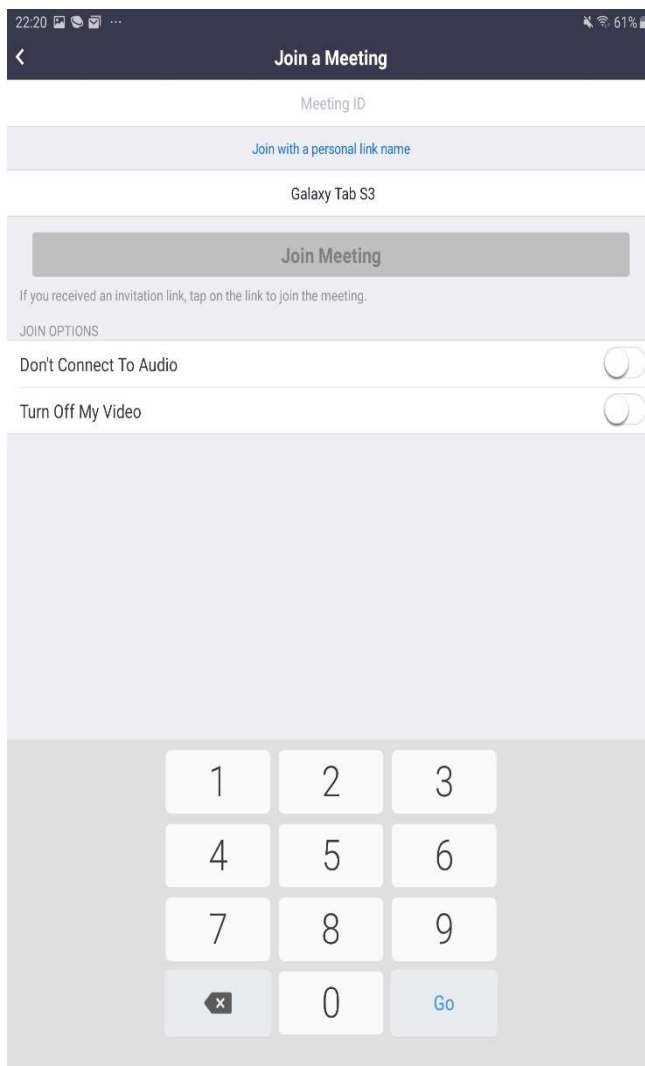
You are nearly there!

First (*but without pressing GO yet…*) **type in the Meeting ID number** using the keypad – the number appears in the first white bar at the top of the screen.

Second, type the name you want to use in the Zoom meeting into the second white bar (which may currently contain the name of your device – in this example it says "Galaxy Tab S3"). The Join Meeting button turns blue – *but don't press it yet…*

Third, look at the options in the next two white bars. You can ignore the option "Don't Connect To Audio". If you prefer to join without using your camera to show your face, choose to Turn Off My Video, by sliding to the right the white circle beside it on the right of the screen, so it turns blue behind the white circle (meaning "yes").

But if you do want your face to be seen, leave Turn Off My Video as it is, staying white.

Now you can **tap on the Join Meeting bar,** which will have turned blue.

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Then you get this screen, with "Preparing meeting" faintly at the very top. It will only have the white box if the meeting requires you to enter a password – some do not :
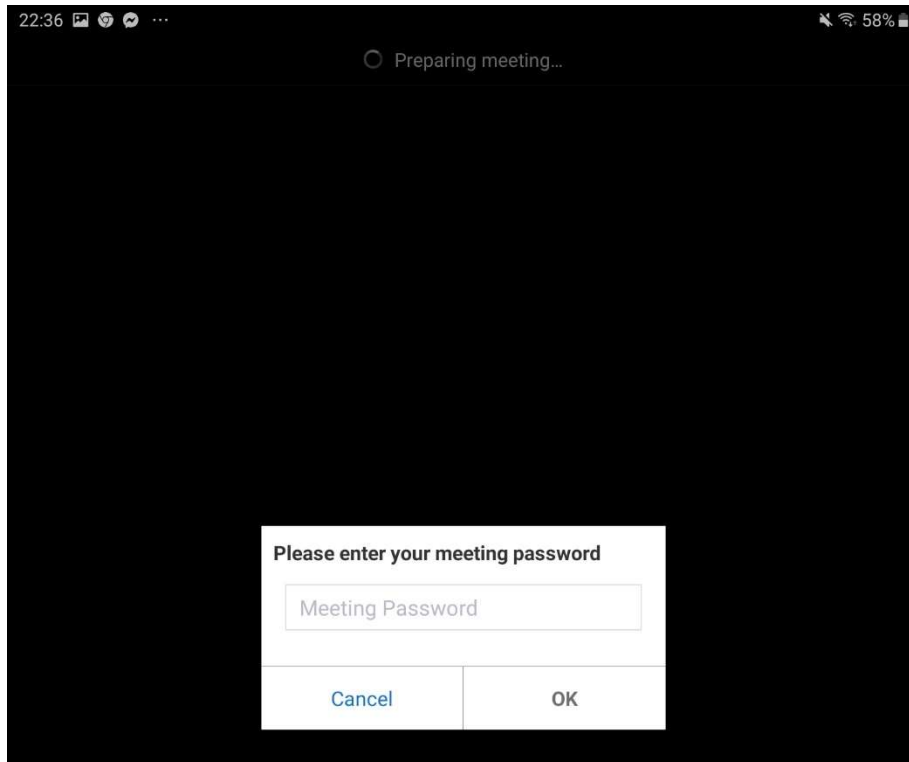
If the white password box does appear, **tap where it says "Meeting Password":** the keyboard appears and you **type in the password, then tap "OK"** in the white box.
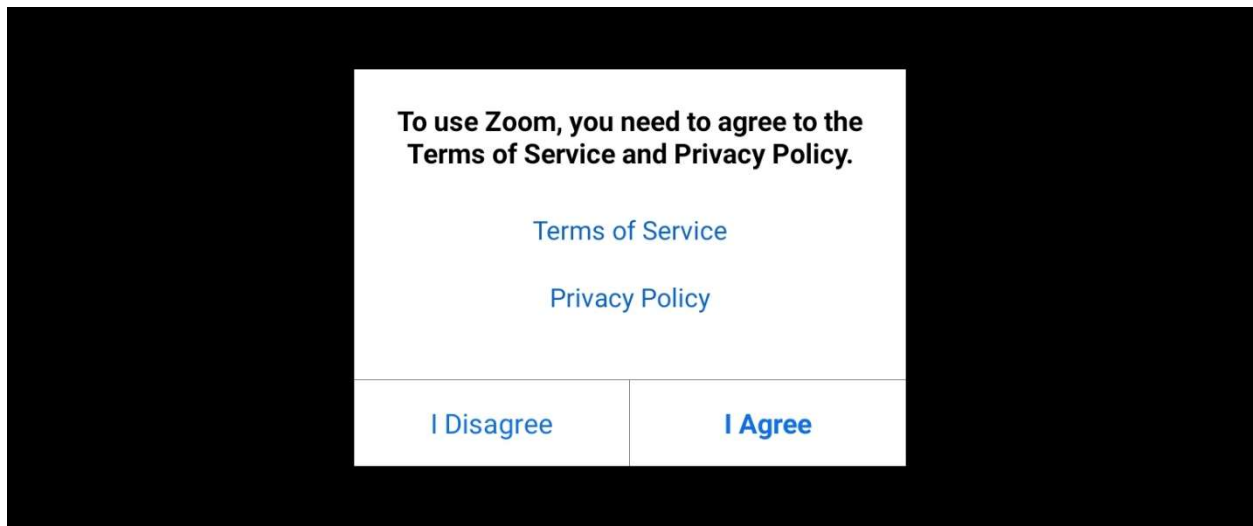
You need to agree to the terms of service and privacy policy, so **tap "I Agree"**
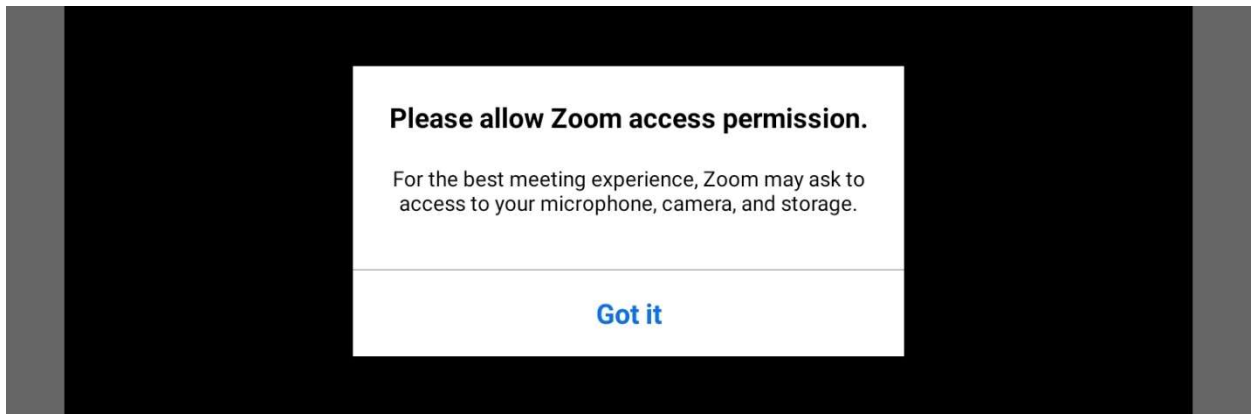
This is your device just checking you are happy for Zoom to use some of its functions. You will be asked about them in a moment. **Tap "Got it"**
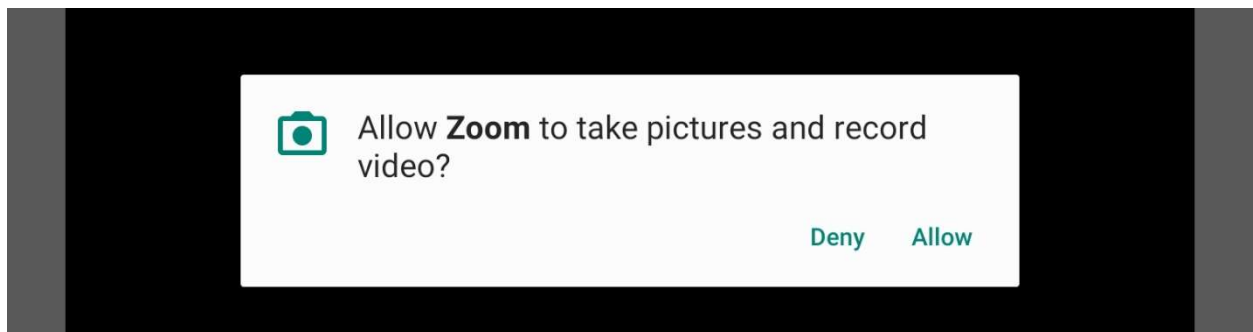
You can **choose whether to tap Deny or Allow** – it is up to you. You won't normally use these functions, but you might want them later. Then you get:

Your face appears on screen. This lets you see how you will look to other people. This is a good time to move the tablet or phone so you appear in the middle of the picture, adjust your hair, and have a look whether there is anything behind you that you don't want to show everybody.

At this point, **if you really want to join without video, tap "Join without Video" at the bottom of the screen. Otherwise, tap "Join with video".**

The screen goes black, then this box appears:
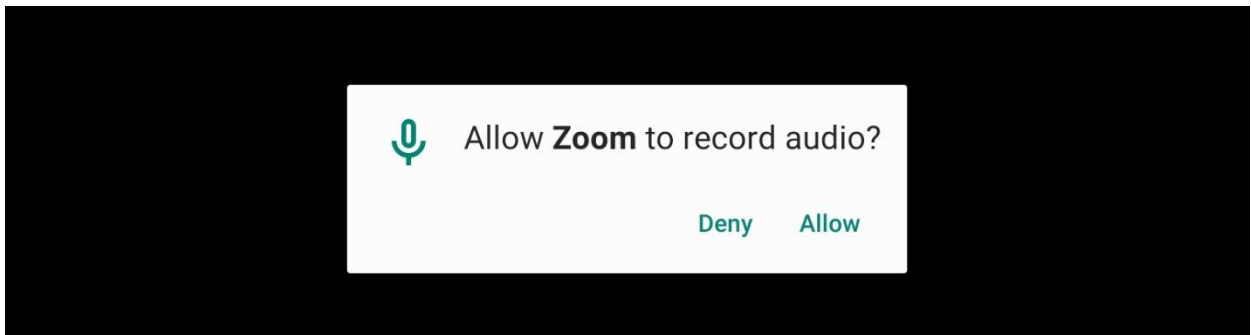
Choose Deny or Allow as you wish – this is limiting what <u>you</u> can do. You are about to join the meeting…
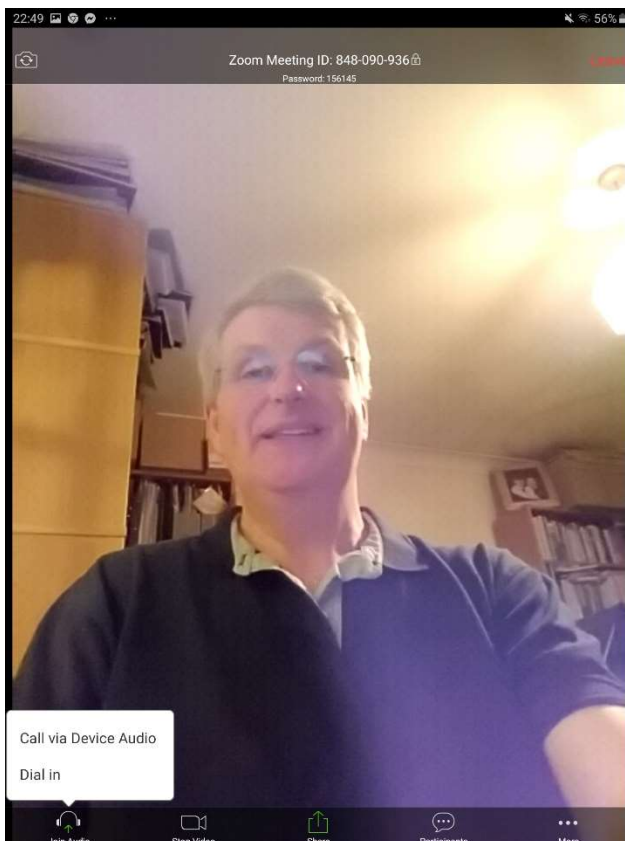
Tap "Call with Device Audio" in the white box bottom left. If you don't get there before it disappears, you will enter without audio initially, and you would need to change that by tapping the symbol in the bottom left corner:

If the meeting is set to have everybody join with their mic muted, then the mic symbol will be red with a line through like this:

Otherwise the mic is on, and looks like this, which you can tap to mute it:

You have joined the meeting and should see one person if they have already arrived

D. You have joined the meeting

Now would be a good time to check your phone(s) are switched to silent.

You should see yourself in the bottom right corner. If you don't, you may not be using the right camera on your device, so tap the camera symbol (top left) to swap cameras to the one facing you.
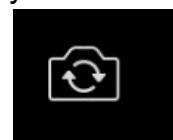
One other person will be the large picture. This is "Speaker View". It is better to **swipe your finger across the screen from right to left**, and you will see more people if they are in the meeting (called "Gallery view"). The number of people you can see at once depends on your device, the size of your screen, and the strength of your internet connection: you may see three, or six or more. Swipe to the left again to see if there are more people you can't see.

E. During the meeting

Now let's look at the controls on the screen.

If the controls have disappeared, just tap on the screen and they re-appear (or tap and hold on ipads and iphones)

Here is the Meeting ID and password (if any)

To switch cameras

To leave the meeting

Zoom Meeting ID: 848-090-936
Password: 156145

Margaret Fell

George Fox

William Penn

Swipe left to see more screens of people

Mute · Stop Video · Share · Participants · More
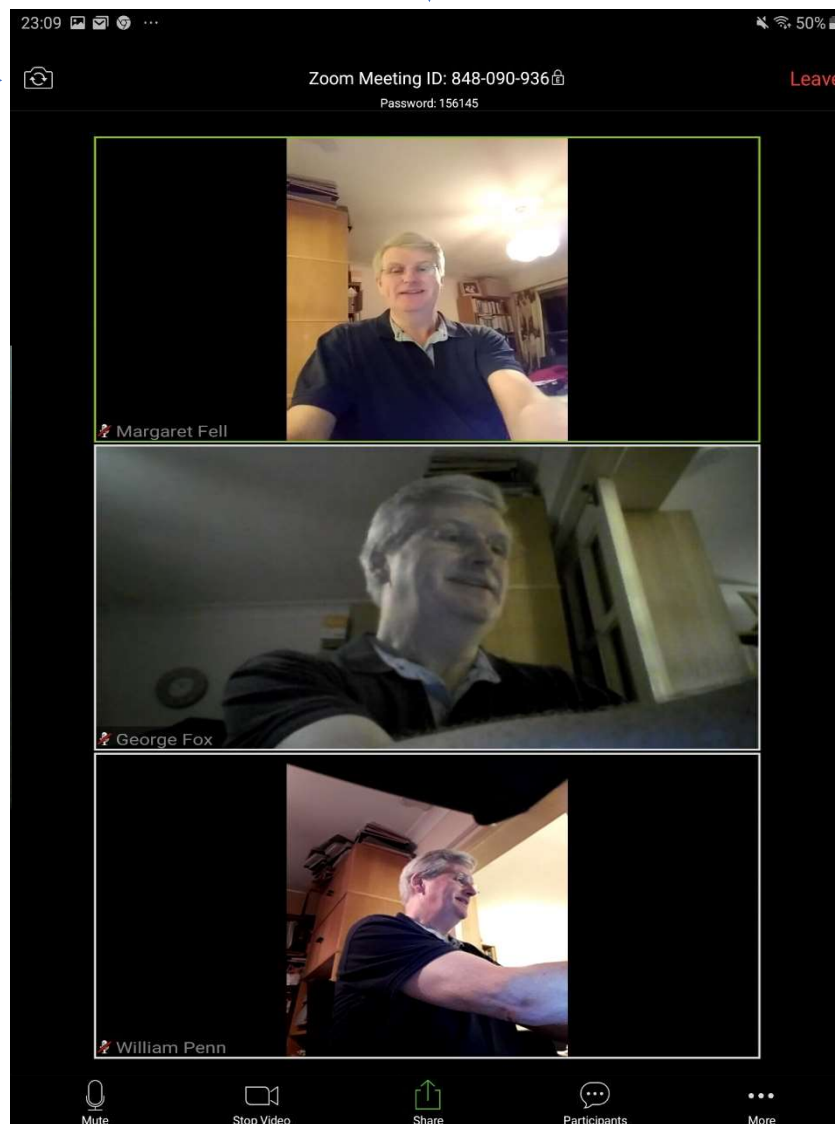
Mute or unmute mic

Stop / start video

Share screen

Participants + reach Chat

More options

Remember: if the controls have disappeared, just tap on the screen and they re-appear.

In worship or large groups it is often best for most people to mute: remember to unmute when you want to speak!

To mute your mic   tap and it changes to red like this:

To unmute press the red version.

To stop your video tap   and it changes to red:

To re-start video, press the red version.

To see all the Participants, tap this   and you get a new screen with
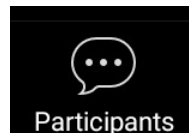
 names of everyone who joined. :

To rename yourself, so others see the name you wish to use, just tap on your current name and you get this box
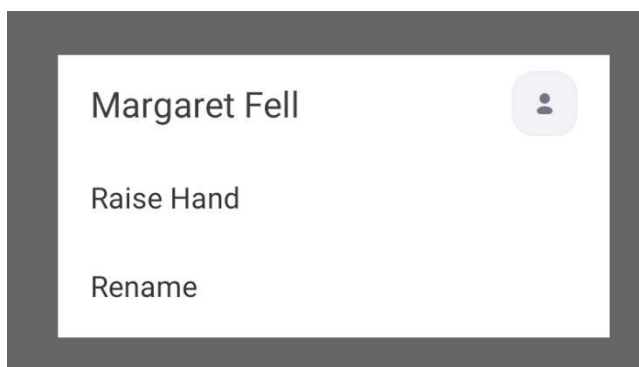
You'll see your current name. Tap "Rename", type in the name you want in the next box and click OK.

To go back to seeing people, you can either tap "Close" (top left of the screen) or slide your finger left to right.

To see the Chat box, you first need to tap Participants,
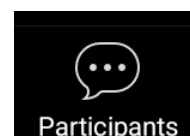
and then on the Participants screen, in the bottom left hand corner click on Chats
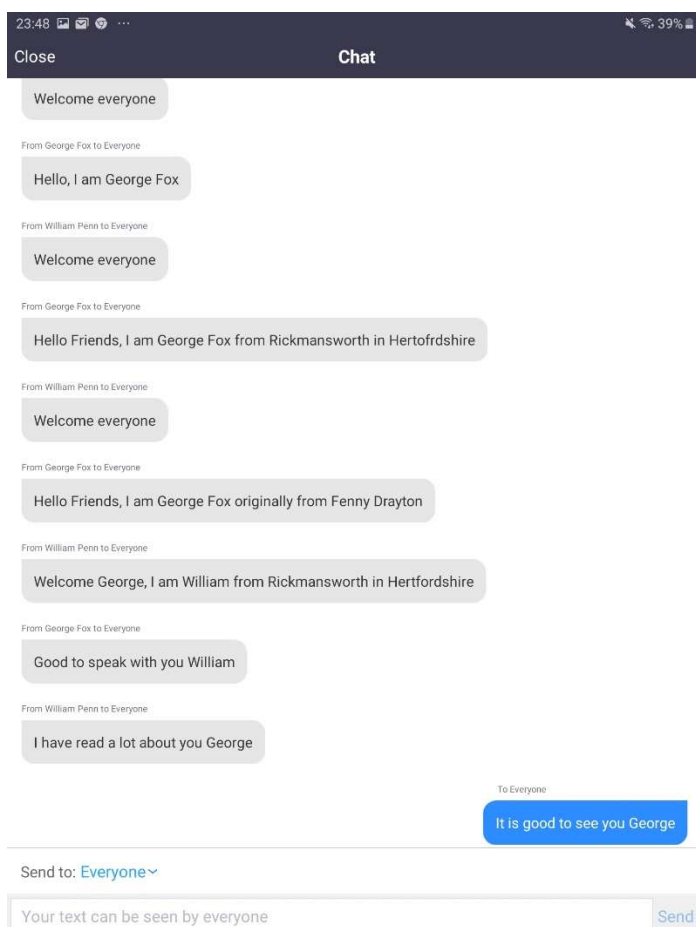
You can see all the chats since you joined (if you slide your finger down).

To send a message to everyone, just type a message in the bottom row where it says "Your Text can be seen by everyone". In a large meeting it is helpful to introduce yourself in the chat eg "Hello, I am in Manchester" or "Greetings from Aberdeen" etc.

To send a private message to just one person, tap on the blue "Everyone" just above where you type your message, and tap on the name of the person you want to send to. Their name appears just above the box you type into, which says "Tap here to chat". Reverse the process to chat to everyone.

To leave Chat and go back to seeing people, click "Close" at the top left, and again "Close" on the Participants screen.

If you want to invite someone new to join the meeting, you tap "Invite" (bottom right of the Participants screen), then choose the app you want to use, and Zoom opens it with the details of your meeting, for you to send.

There are some more options to explore behind the More button on the main screen.

That's it. Settle back, and take part in the meeting. You might want to re-read section 1, now you have done all the technical things.

Finally, to leave the meeting, tap the red "Leave" button top right of the main screen with people's faces.

There is a One Page Reminder at Appendix 9.

F. For the future

Once you have taken part in one Zoom, your device will retain the programme, so you won't have to go through lots of these steps again.

If you had any problems, or found something difficult, do ask advice from a friend. .As with many things, it is easy *when you know how!* Often the answer is quite simple to explain. The second of third time it will begin to feel much easier.

Then tell your friends!

Appendix 5 Joining Zoom from an ipad or iphone

Section 1 explains about Quaker worship online, and is worth reading first. This section gives you step-by-step instructions. More confident users may prefer to download Zoom, enter the Meeting ID and password (if any) and skip to section 9.4 Now you have joined the meeting.

You may want to start with the video here. It starts with a PC layout but shows ipad later:
https://www.woodbrooke.org.uk/about/online-mfw/Online-worship-advice

These instructions are based on using an ipad: an iphone may look slightly different but follow the same processes.

A. Try it beforehand

It is best to have a trial run beforehand, so you can learn without being in the meeting itself, and get over any initial glitches without any stress. Someone could set up a practice Zoom meeting for you. Alternatively we'll give you a link below to a test meeting you can use.

You could practice with one or two friends, perhaps in the same house. Or it works well to have someone who is more familiar helping you over the phone at first.

If you do try it out just before the meeting starts, do this about 15 minutes beforehand, so there is no rush if you hit a snag.

B. Preparing

It is always a good idea to connect before a meeting is due to actually start. You can join after it has started if you need to.

You do not need a Zoom account to join the online gathering.

If it is a committee or an informal chat, it is good to have a telephone number of the person organising the Zoom conversation, who can help if you are unsure. Often there is a simple answer to a problem.

If you will be joining a live meeting, it may be a good idea to turn your phone to silent, or you might wait if you think you might get a phone call offering you help!

Plug in the power cable, or have it handy. Check you are connected to the internet.

You may find it very useful to print out this section of instructions, so it is easier to follow. This is unnecessary if you are used to moving swiftly between screens on your device.

C. Getting started

To start, you need to **tap on the link that leads to the Zoom meeting**. You might be tapping it on a website. (On Woodbrooke's online worship webpage you tap a box with the meeting's name in it, and it opens the link for you).

You may find the link as a blue "hyperlink" that looks something like this: https://zoom.us/j/123456789. It will have a different set of nine numbers for each meeting.

The hyperlink may have been sent to you in an email, looking like this:

Margaret Fell is inviting you to a scheduled Zoom meeting.
Topic: Your First Zoom Meeting

Time: Mar 17, 2020 10:00 PM London
Join Zoom Meeting
https://zoom.us/j/848090936?pwd=VVpVWTM1N1RyWWwrdno5WW1CZjM5UT09

Meeting ID: 848 090 936
Password: 156145

One tap mobile
+441314601196,,848090936# United Kingdom
+442030512874,,848090936# United Kingdom

Dial by your location
    +44 131 460 1196 United Kingdom
    +44 203 051 2874 United Kingdom
    +44 203 481 5237 United Kingdom
    +44 203 481 5240 United Kingdom

Meeting ID: 848 090 936
Find your local number: https://zoom.us/u/aeaON8ZPfa

You may need these.

If there is no password, you won't need one.

You can also test your connection on your own, before joining any meeting, using this link: https://zoom.us/test.

Open the link

If you have it as a blue hyperlink in an email or an electronic document or on a website, just tap on the hyperlink.

If you were given it on paper, or it came electronically not as a hyperlink, you just open your internet browser (like Internet Explorer, Chrome, Edge, Safari etc) and type the link into the box at the top and press Go or Search.

Downloading the Zoom app

The first time you tap on the link to join any Zoom on your device, the app (programme) needs to load, so the screen will take you through a series of steps. These instructions use an older version of an ipad: other apple devices may look slightly different, but the process should be very similar.

First you have this box appear, with a message to down load the Zoom app from the App Store:
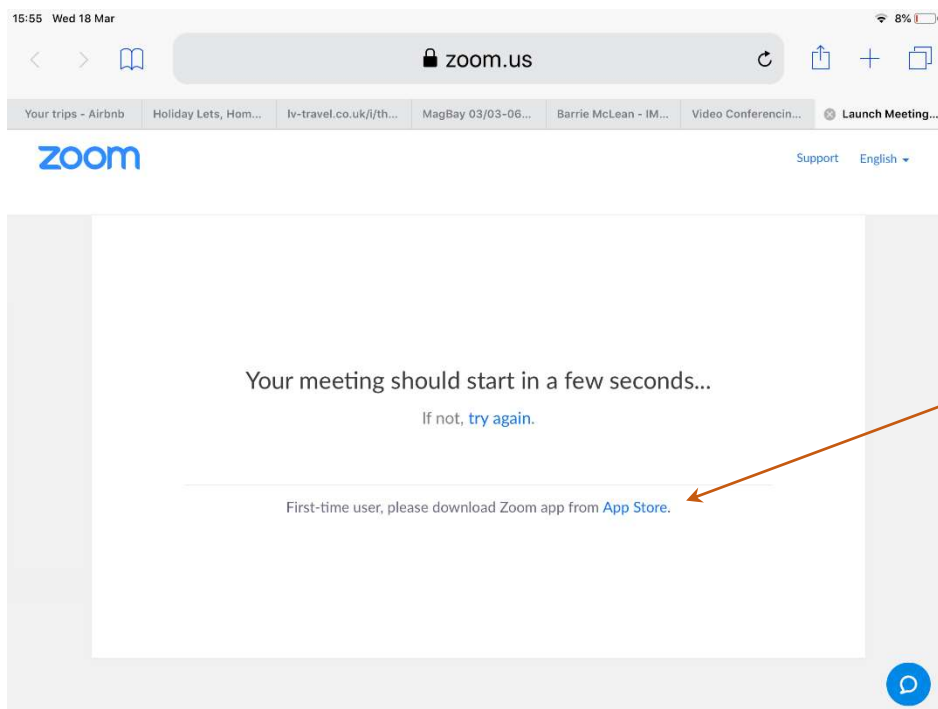
This is the app screen which should appear:

Tap on the download symbol (a blue cloud):
or it may offer a lozenge with the word "Install"

The next screen you can see the percentage downloaded gradually increase (beside the word ZOOM) :

and it may change to say "Installing…" for a while.

When it has finished installing you go back to the app store screen, but now with the word "open":

Tap on the blue "Open" button to open the app. Momentarily you just get a large blue word ZOOM on the screen, and then a blue bar appears at the bottom of the screen:
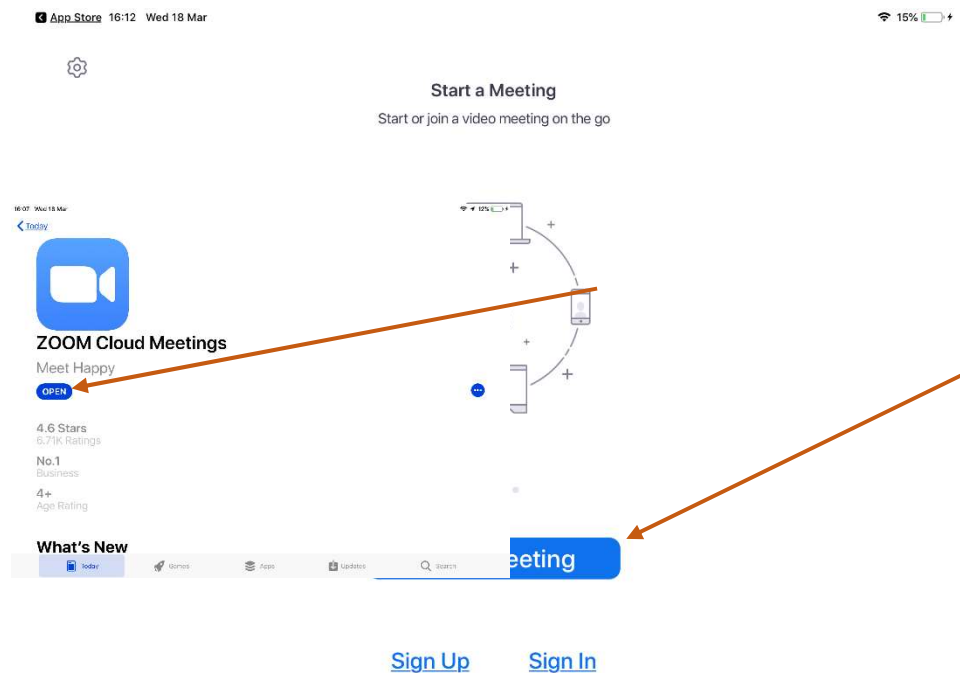
At this point you *could* Sign up for a free or paid account or Sign in – but these are all unnecessary to join the meeting. Instead, **tap on the blue "Join a Meeting" lozenge**, and you get:
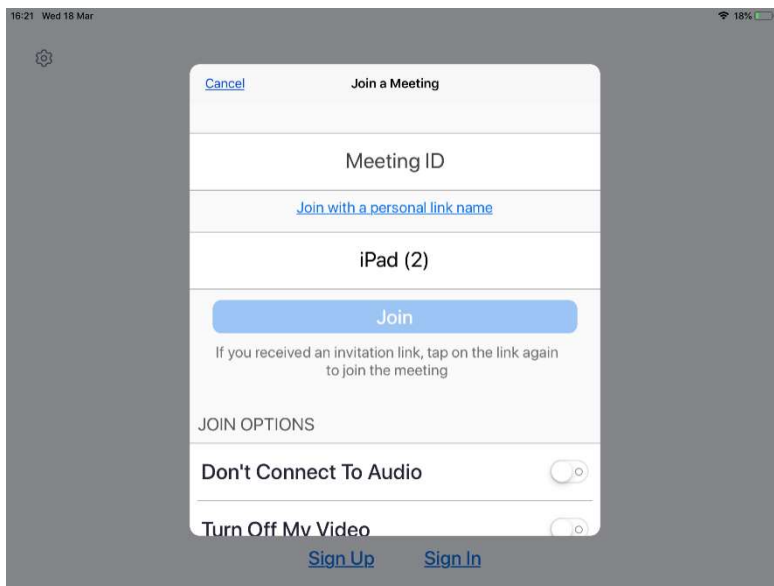
OR with the keypad overlay:
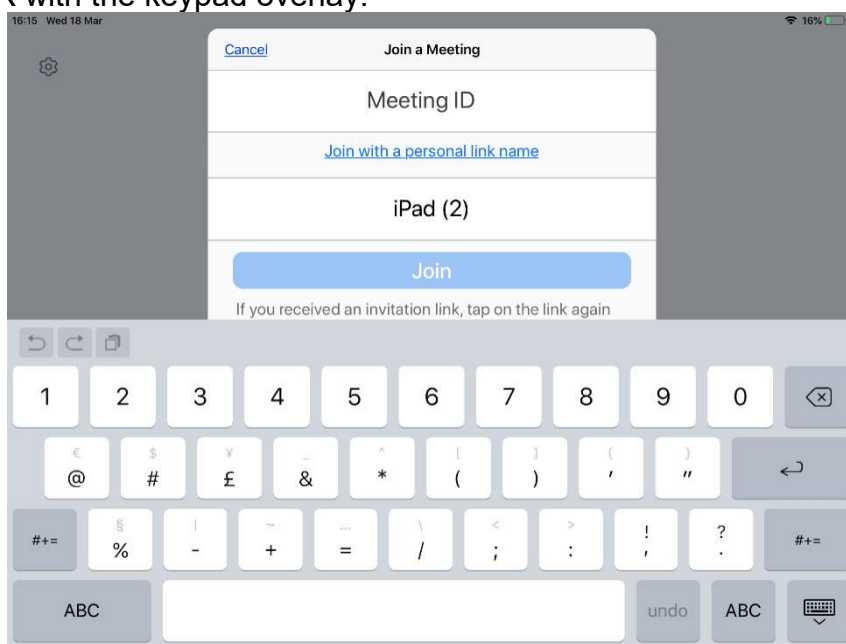
You are nearly there!

First (*but without pressing 'Join' yet…*) **type in the Meeting ID number** using the keypad – the numbers appear in the first white bar at the top of the screen.

Second, type the name you want to use in the Zoom meeting into the second white bar
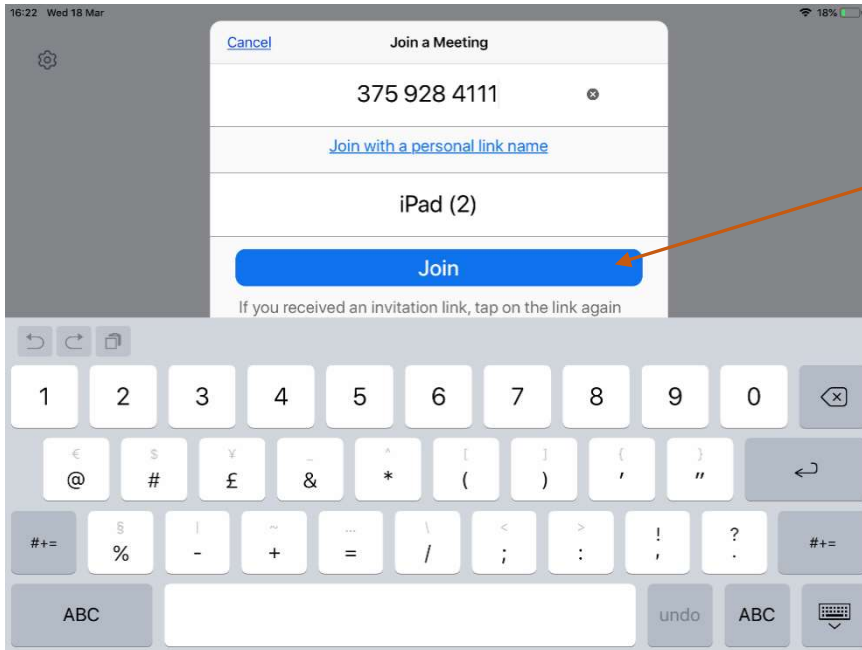
(which may currently contain the name of your device – in this example it says "iPad (2). – *but don't press the join button yet …*

Third, look at the options in the next two white bars. You can ignore the option "Don't Connect To Audio". If you prefer to join without using your camera to show your face, choose to Turn Off My Video, by sliding to the right the white circle beside it on the right of the screen, so it turns blue behind the white circle (meaning "yes").
If you can't see these options because the keypad is in the way, remember you can shrink the keypad using the keypad symbol in the bottom right of the screen.

But if you do want your face to be seen, leave Turn Off My Video as it is, staying white.
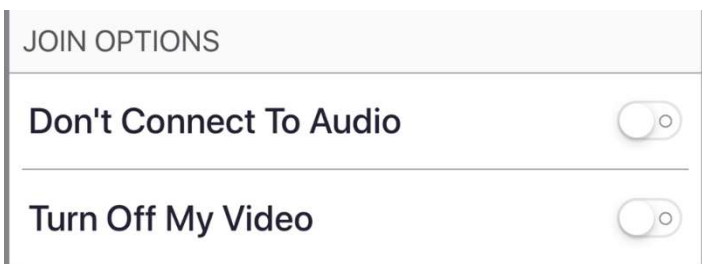
Now you can **tap on the blue Join bar.**
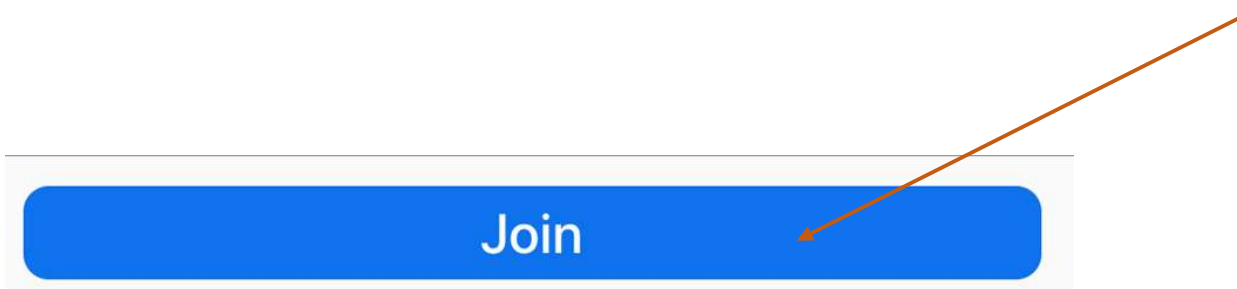
You may then get a screen, with "Preparing meeting" faintly at the very top. It may also have a white box if the meeting requires you to enter a password – some do not (it depends how the Zoom meeting was set up by the organiser):
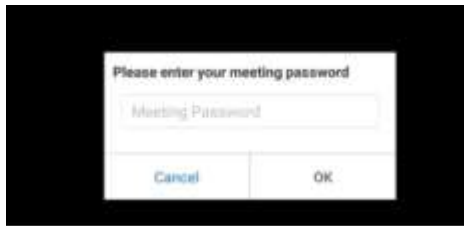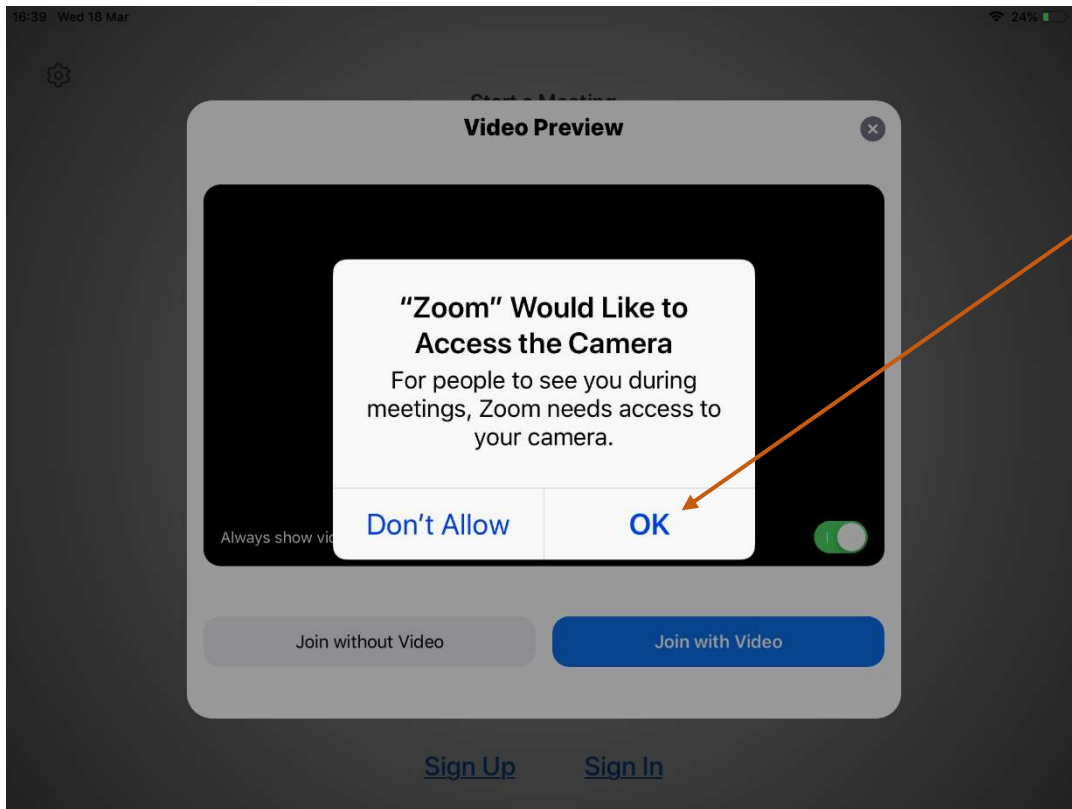

If the white password box does appear, **tap where it says "Meeting Password":** the keyboard appears and you **type in the password, then tap "OK"** in the white box.

Your device will be checking you are happy for Zoom to use some of its functions.

You will be asked about accessing the camera. **Tap "OK"**

Then your face appears on screen. This lets you see how you will look to other people. This is a good time to move the tablet or phone so you appear in the middle of the picture, adjust your hair, and have a look to see whether there is anything behind you that you don't want to show everybody.
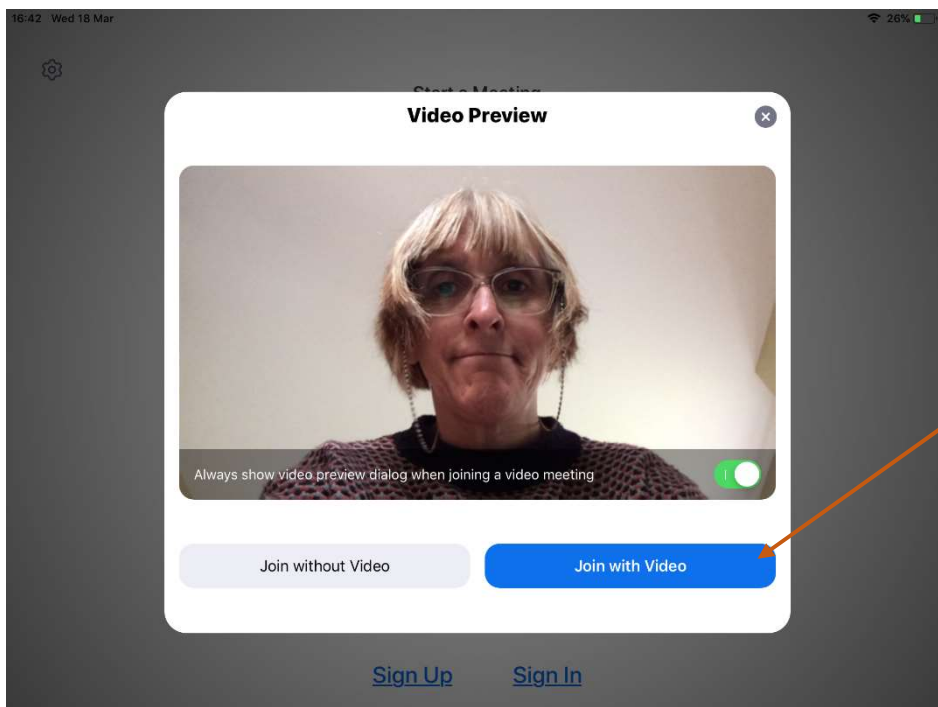
At this point, if you really want to join without video, tap "Join without Video" at the bottom of the screen. Otherwise, **tap "Join with video"**.

(Some devices may ask at this point if you need to agree to the terms of service and privacy policy, so **tap "I Agree")**

Then the screen goes black, and this box appears asking for microphone access:
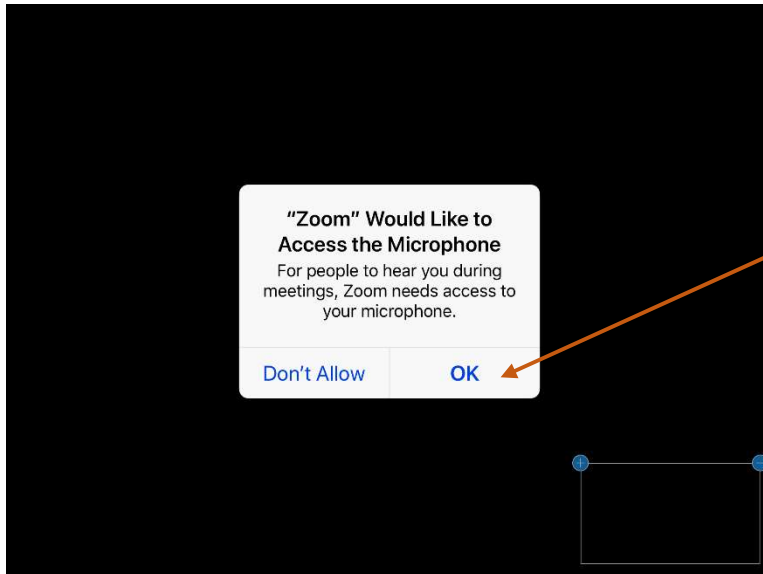
To allow yourself the option to participate fully in any meeting, choose 'OK'. There is an option to mute the microphone at a later stage.
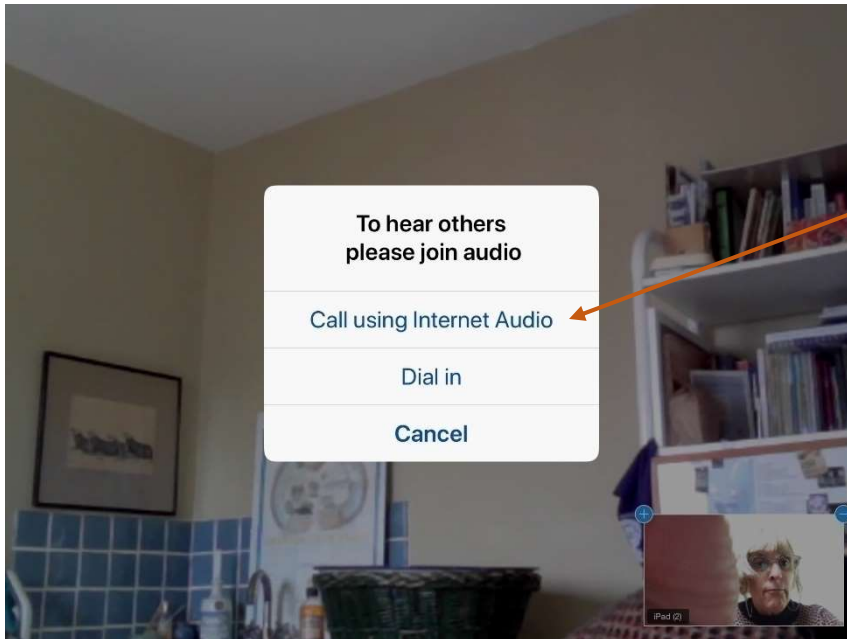
Then this box appears asking for permission to send notifications
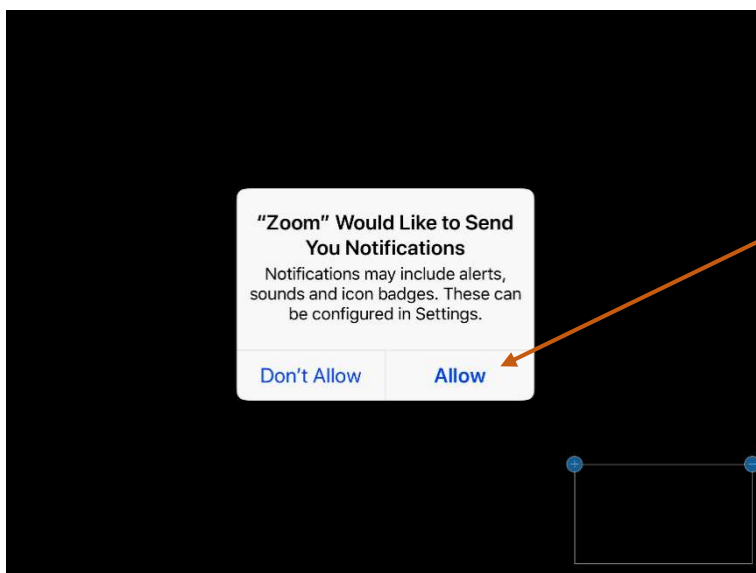
Choose 'Don't Allow' or 'Allow' as you wish – this is limiting what <u>you</u> can do.

You are about to join the meeting, but before this happens Zoom asks **you to join audio so you can hear the other people.**

Tap "Call using internet audio" in the top white line.

On the next screen if the meeting is set to have everybody join with their mic muted, then the mic symbol will be red with a line through like this:


Otherwise the mic is on, and looks like this, which you can tap to mute it:

D. You have joined the meeting

You should see at least one person if they have already arrived. Now would be a good time to check your phone(s) are switched to silent.

You should see a clear picture of yourself, either large on the screen or as a smaller picture. If you don't, you may not be using the right camera on your device, so tap the camera symbol (top left) to swap cameras to the one facing you.
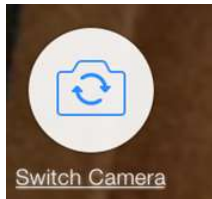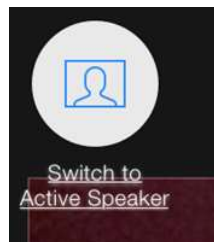

The number of people you can see at once depends on your device, the size of your screen, and the strength of your internet connection.

There are two types of view, which can be switched between using the icon second down, top left:
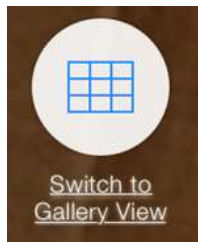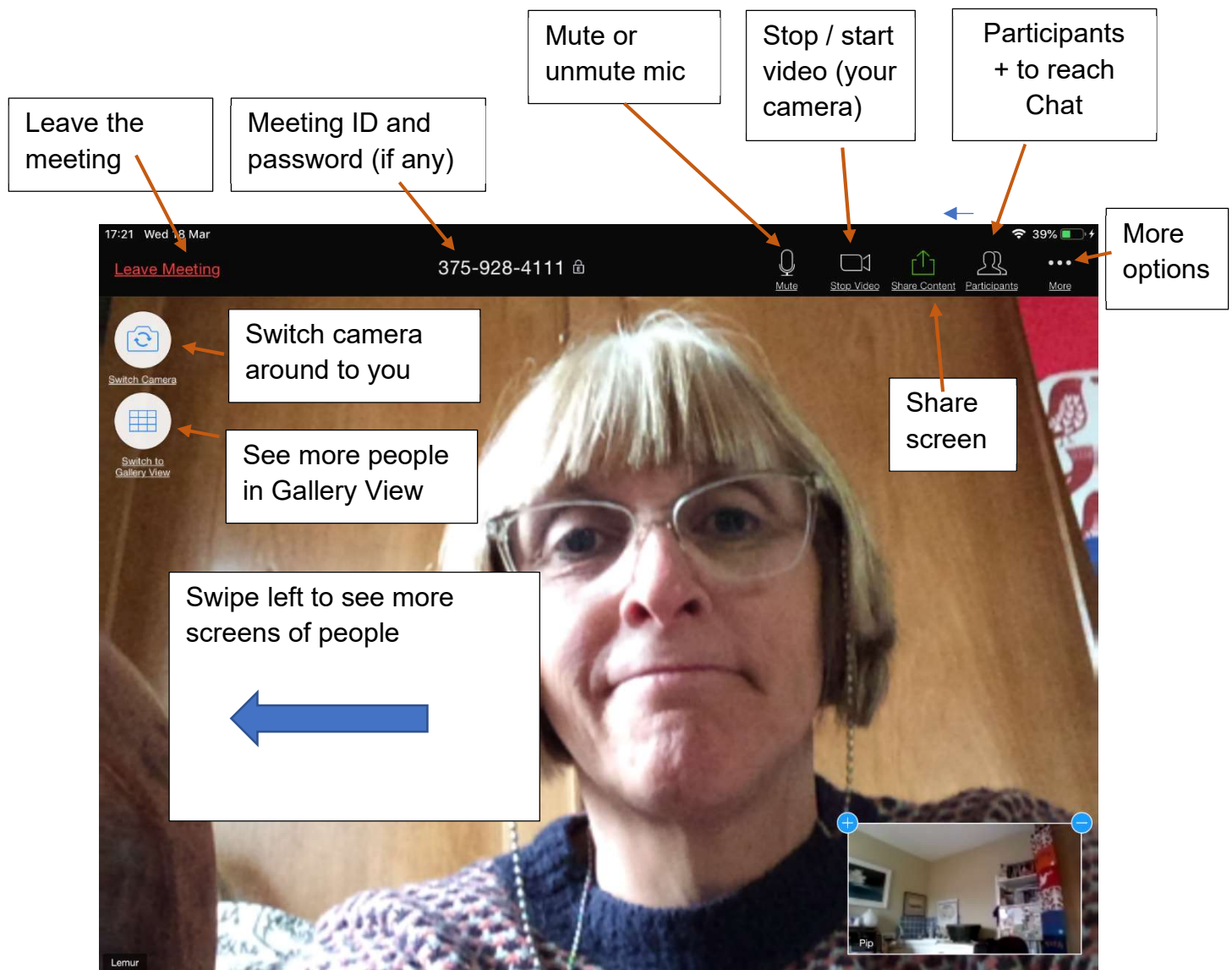
  OR

- "Active speaker": when one other person will be the large picture

- Gallery View: when you can see all or some of the other people in the meeting, depending on numbers taking part.

The next section gives you an overview of the controls.

E. During the meeting

Now let's look at the controls on the screen.

If the controls have disappeared, just tap and hold on the screen for a moment and they re-appear.
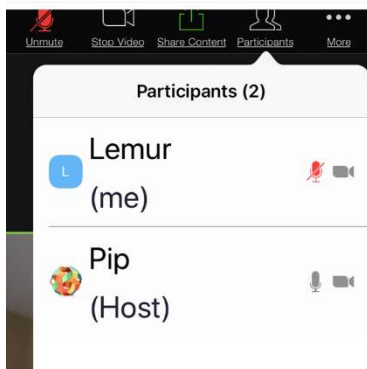

Remember: if the controls have disappeared, just tap on the screen and they re-appear.

In worship or large groups it is often best for most people to mute: remember to unmute when you want to speak!

To mute your mic: tap and it changes to red	Mute
To unmute press the red version.	Unmute
To stop your video: tap and it changes to red:	Stop Video
To re-start video, press the red version.	Start Video
To see all the Participants, tap this and you get a new screen with names of everyone who joined. :	Participants

The other people who have joined the Zoom meeting are listed:

To rename yourself, so others see the name you wish to use, just tap on your current name and you get this box:
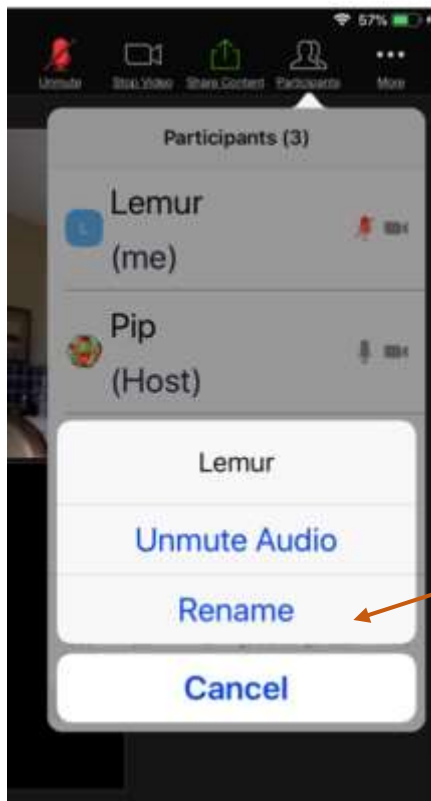
You'll see your current name. Tap "Rename", type in the name you want in the next box and click Done
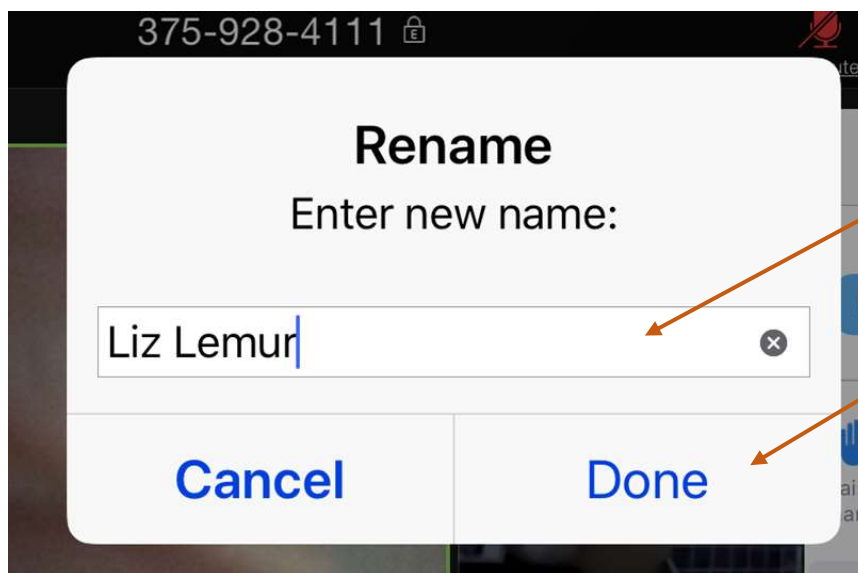
To go back to seeing people, tap "Participants" (top right of the screen)

There is another useful feature under "Participants", called "chat".
There are two ways to see the Chat box:

- having tapped "Participants" so it is open, tap "Chat", in the bottom left of the white box

- OR having tapped "More" (top right of screen) so it opens, then tap Chat (on the top line)

You can see all the chats since you joined the Zoom conversation
(slide your finger down if there are a lot).

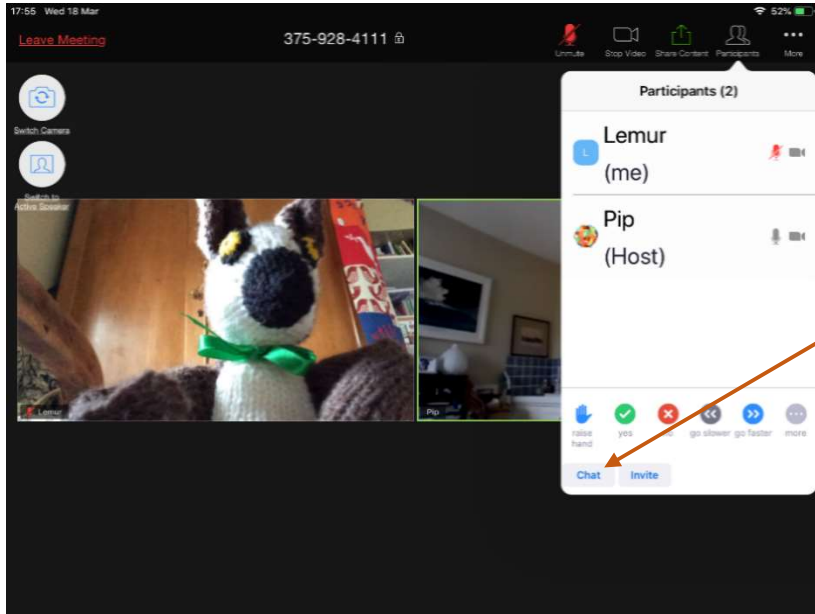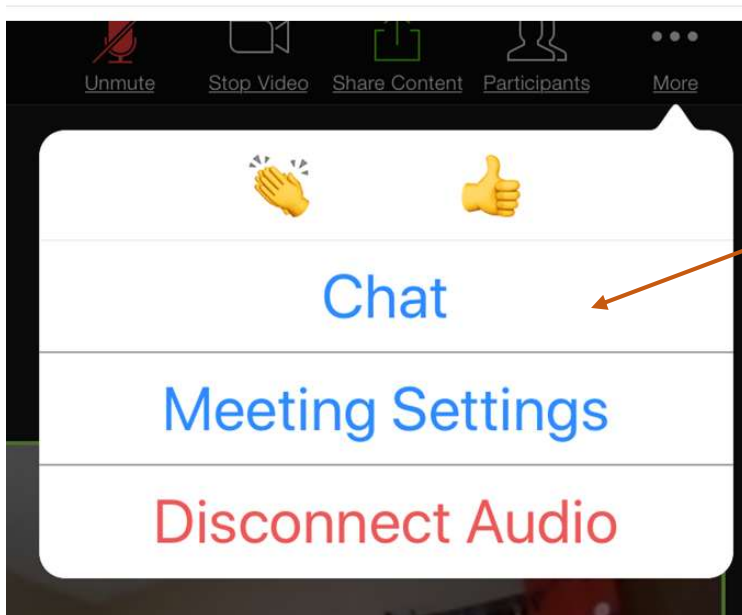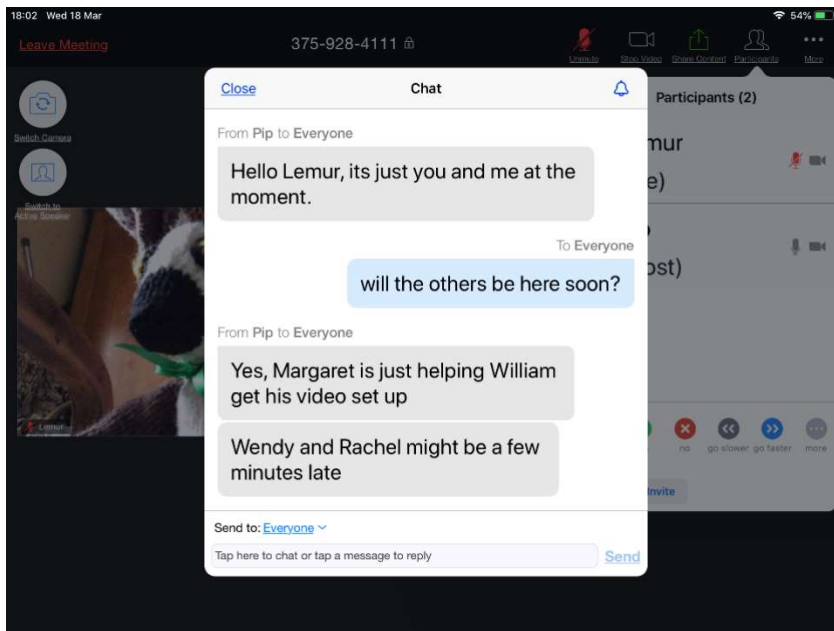To send a message to everyone, just type a message in the bottom row where it says "Send to: everyone". In a large meeting it is helpful to introduce yourself in the chat eg "Hello, I am in Manchester" or "Greetings from Aberdeen" etc.

To send a private message to just one person, tap on the blue "Everyone" just above where you type your message, and tap on the name of the person you want to send to. Their name appears just above the box you type into, which says "Tap here to chat". Reverse the process to chat to everyone.

To leave Chat and go back to seeing people, click "Close" at the top left, and again "Close" on the 'Participants' or 'More' screen.

If you want to invite someone new to join the meeting, you tap "Invite" (at the bottom of the Participants screen), then choose the app you want to use, and Zoom opens it with the details of your meeting, for you to send.

There are some more options to explore behind the More button on the main screen.

That's it. Settle back, and take part in the meeting. You might want to re-read section 1, now you have done all the technical things.

Finally, to leave the meeting, tap the red "Leave" button top right of the main screen with people's faces.

There is a One Page Reminder at Appendix 9.

F. For the future

Once you have taken part in one Zoom, your device will retain the programme, so you won't have to go through lots of these steps again.

If you had any problems, or found something difficult, do ask advice from a friend. As with many things, it is easy *when you know how!* Often the answer is quite simple to explain. The second and third time it will begin to feel much easier.

Then tell your friends!

Appendix 6   Joining Zoom from an ordinary telephone:

Section 1 explains about Quaker worship online, and is worth reading first. This section gives you step-by-step instructions.

A. Introduction

While there are some drawbacks to joining on a telephone, a lot of people and meetings have learned to manage very well. Bear in mind that in any Zoom meeting there are often some computer users who join just with their audio (no camera), so there may be quite a few of you joining without full visuals, which helps.

You can join a conversation by landline or a non-smart mobile phone. However there may be a charge to a user by your phone company, which may be a significant drawback. However, you may have an all-inclusive package for your landline, or your mobile. If not, choose the phone number you ring that gives you the lowest charge.

In committee meetings or informal chats, you do miss a lot of visual clues using a telephone, by not being able to see people's faces. This is less of a drawback in worship, or in a larger gathering, though you may miss some typed chat on people's screens. You could think of it as a bit like sitting in meeting for worship with your eyes closed.

Overall, it is much better to connect on the telephone than not at all, so do persevere!

Appendix 11 explains two ways that a friend can help another friend to join by phone, if they are otherwise prevented, perhaps by the cost, or understanding the technology.

B. Trying it out first

You may be able to join a test meeting in advance, which takes away the pressure. You could ask the person who set up your meeting to run a test meeting for you to practice joining. Having a friend you can ring up if you get stuck really helps too.

C. Getting Started

You do not need a Zoom account to join a Zoom meeting.

   a) **Find the phone number to dial, and the Meeting ID**

If you received the details of the Zoom meeting in an email, it will say something like this:

Margaret Fell is inviting you to a scheduled Zoom meeting.
Topic: Your First Zoom Meeting

Time: Mar 17, 2020 10:00 PM London
Join Zoom Meeting
https://zoom.us/j/848090936?pwd=VVpVWTM1N1RyWWwrdno5WW1CZjM5UT09

Meeting ID: 848 090 936
Password: 156145

One tap mobile
+441314601196,,848090936# United Kingdom
+442030512874,,848090936# United Kingdom

Dial by your location
      +44 131 460 1196 United Kingdom
      +44 203 051 2874 United Kingdom
      +44 330 088 5830 United Kingdom
      +44 203 481 5240 United Kingdom

Meeting ID: 848 090 936
Find your local number: https://zoom.us/u/aeaON8ZPfa

You will need these.

If there is no password, you won't need one.

See below about call charges, and which phone number to dial.

b) **Dial the number**.

c) You'll be asked to **input the Meeting ID followed by hash (#). Do this**.
     It will be a 9 or 10 or 11 digit number and will change for each Zoom invite.
     The one above happens to be 848 090 936.

d) A voice then asks if you are the organiser enter a number.
     You aren't, **so do nothing!**

e) Then it suggests **"just press #". Do this!**

f) You should now be put through to join the meeting.
     The host will know you have arrived.

g) In a small meeting like a committee, give your name and say you are joining.
     In a larger meeting, perhaps wait and see whether there are introductions. In
     worship, people usually don't introduce themselves, though if you arrive more
     than a few minutes early there is often some conversation, so it is good to

introduce yourself and say you are on the phone. You could ask the host to 'rename' you, so that people with screens can see your name.

h) It is normal to mute your phone, so everyone does not hear each other's background noises. You can **mute your phone in Zoom** by pressing *6. To unmute it is also *6. Remember to unmute when you want to speak.

i) In a business meeting or committee, you can **raise your hand** electronically by pressing *9. The host of the meeting will see a hand beside your name.

j) It may be a good idea to re-read section 1 about online meeting for worship now you have mastered joining.

Notes for phone calls:

- Calls to 0330 numbers cost no more than calls to geographic numbers (01 or 02). 0203 and 0208 are London. 0131 is Edinburgh.
- If you have a contract where you start paying after an hour, you could call in again after say 30 minutes or 50 minutes. Alternatively, there are some low-cost phone services which you can dial into from your landline, that may be cheaper for national rate calls, and are pay-as-you-go.
- *6 and *9 are the only controls that a participant has.
- A host joining by phone has more controls.
- Zoom's help page about joining by phone is here: https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone

See Appendix 11 for ways to use phones to help people be included in worship.

Appendix 7 Settings for Zoom online worship

Some settings are for the meeting, and some for all the meetings on the account – which takes precedence. We explain both below.

We suggest you choose the following settings for public meetings for worship online. As we all experiment, you may find alternatives settings to use.

When setting up a particular meeting:

Recurring meeting	Yes if the times will stay the same. You can then use the same link, and people find it easier.
Registration	Not required – you are not trying to control who arrives
Meeting ID	You could choose a memorable one
Meeting password	Yes. See section 4.5 where this is discussed.
Video	Both on
Audio	Both
Dial from	United Kingdom – choose via "Edit" – so users are offered UK phone numbers. More countries can be added.
Enable join before host	Consider: Off avoids people causing trouble before the host arrives. On allows the meeting to go ahead if the host fails to arrive. However, the meeting may become limited to just 30 minutes.
Mute participants upon entry	Consider: On is good for a large group or meeting for worship, especially where people are quite inexperienced. It also avoids interrupting worship when someone appears late with their mic not muted. Off is more personal and needs more discipline to allow the silence to begin.
Enable waiting room	Consider. See section 4.5
Only authenticated users can join	No. This is open
Record the meeting	Disable for both participants and hosts.

There are some **settings you can change during the meeting** – see section 4.6.

There are some **more settings which apply to the whole account**. They apply to each meeting that runs from the account, taking precedence over settings for a particular meeting. You see more of these when you sign in to your account at www.Zoom.us than when looking on the Zoom app.. Look on the left hand side, under PERSONAL and choose Settings.

The list below is first for settings under "Meeting." Then for "Recording" and "Telephone" and finally "Advanced"
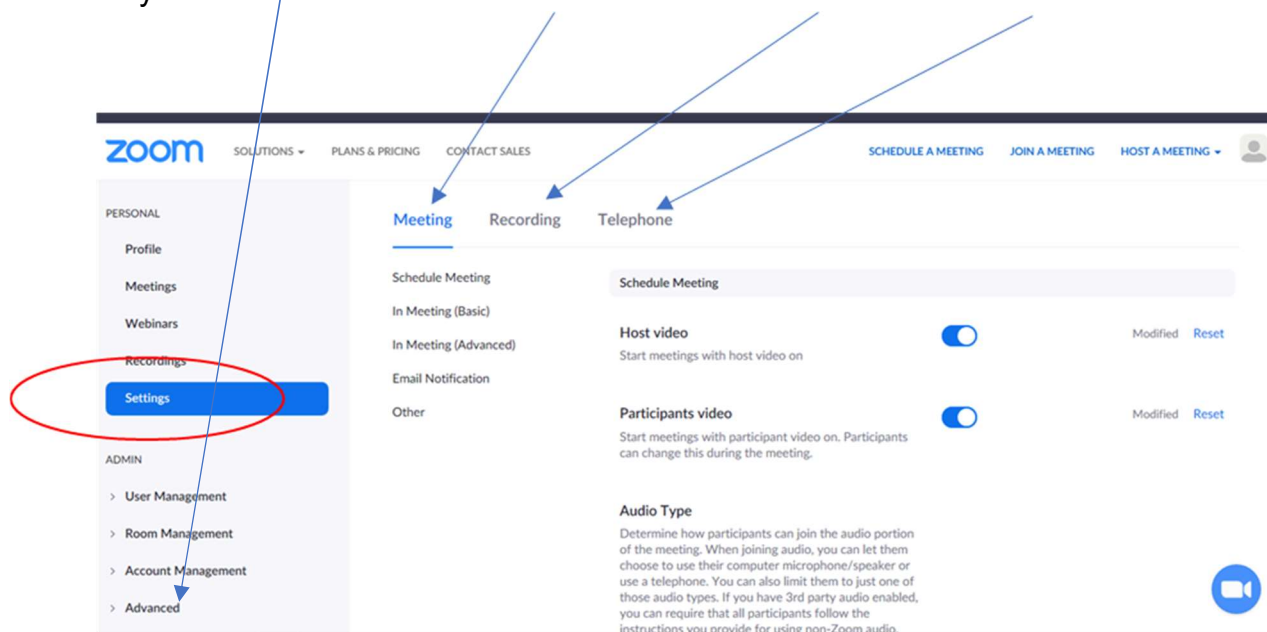
Explore these. We suggest:

Join before host	Consider: Off avoids people causing trouble before the host arrives. On allows the meeting to go ahead if the host fails to arrive. However, the meeting may become limited to just 30 minutes.
Require a password	On. See section 4.5 where this is discussed.
Embed password in invite link	On but now people using the link do not need to add the password. So it depends how you use the link.
Require password for participants joining by phone	Consider: On is more secure, but the chances of malicious joining by phone seems remote. Off removes a step for unfamiliar people.

Mute participants on entry	Consider: On is good for a large group or meeting for worship, especially where people are quite inexperienced. It also avoids interrupting worship when someone appears late with their mic not muted. Off is more personal and needs more discipline to allow the silence to begin.
Allow chat – and Private chat	Consider. Some meetings find it useful, for technical issues and for ministry. Disabling Private chat removes some possible misuse, but also prevents some fruitful use. You can limit chat during the meeting to chat with hosts only.
Play sound when participants join or leave	OFF – or you will be interrupted during worship, and mobbed with sounds before and after
File transfer	OFF – for added security avoiding malicious software
Co-host	ON. (Co-hosts don't actually have all the same controls as hosts, despite what Zoom says here)
Screen sharing	ON but choose Host only. There is a risk of accidental or deliberately malicious screen sharing. The host can still enable screen sharing during the meeting, or make one participant a co-host so they can share their screen, for a limited time.
Annotation Whiteboard	Off. Unless you really want a very interactive session when sharing a screen.
Remote control	Off.
Allow removed participants to rejoin	OFF – otherwise if you remove someone they can return. (If you do remove someone accidentally, you can later reset this, and restart the meeting allowing them to join.)
Allow participants to rename themselves	On. If you need to turn it off because it is being misused, you can do this during the meeting.
Hide participant profile pictures in a meeting	On. Prevents sharing of images.

Breakout room	On if you want to use these (see section 4.5 for a security use, and the cautions on limitations)
Remote support	Off, preventing misuse
Virtual background	Off, preventing sharing of an image.
Waiting Room	Consider: see section 4.5
Show a join from your browser link	See explanation on screen. Suggest off, as the user experience is poorer using just the browser link. But reconsider if people really need to use this option.
Allow live streaming meetings	Off, unless perhaps for a funeral.

And under "Recordings":

Local Recording, Cloud Recording Etc	Off

And under "Telephone":

Show International Numbers	Off – or On and choose UK and other countries as relevant
Mask phone number in participants list	On
Global dial-in countries	Click the pencil icon and choose UK

There are some "Advanced" settings – on the left side of the screen, below where you found "Settings" in the picture above. Within "Advanced", choose "Security":

Enhanced Password Requirements	Tick these
Password Policy	Consider these
Allow importing of photos	Consider – with other settings in place, this may be unnecessary and prevent the host from sharing photos
Allow users to sign in with Google or Facebook	Off. (Reduces chances of hacking and data harvesting)

Appendix 8   Data Protection and Privacy

Data protection and privacy concerns - general

We have addressed some practical issues around privacy throughout the guide. There are another few points below for consideration and in response to questions you may get from Friends. *There is a section specifically about Zoom below.*

Data location

Most of the major companies who provide these services are US based (Zoom, Skype, Google etc). They will store data in the US. Most of these big providers, including the ones listed above are certified under the Privacy Shield scheme which means they should be GDPR compliant (https://www.privacyshield.gov/welcome).

Data ownership / sale of data

Most of these companies will harvest personal data and either use it themselves to target marketing, or sell it to other companies to target marketing. Some have more extensive data harvesting than others. (*However see the note below specifically about Zoom, whose harvesting is quite restricted.*) This does mean that this data is stored by the companies and in certain instances could be accessed by the US government. With this in mind we don't advise use of these services for sensitive content (such as meetings of activists on certain issues). We also advise limiting the amount of data shared via chat, or documents uploaded.

You should be aware that with *most* of these services:

- Data is harvested from attendees even if they don't have an account (which may be quite limited such as name and IP address – a unique reference code that all internet enabled devices have which can reveal geographic location).
- Most data 'recorded' on the service will be stored and possibly used by the service themselves. So recording meetings, uploading documents, chat, whiteboard etc should be kept to a minimum. *(Note you can disable recording in Zoom)*
- The meeting organizer is the data controller so you are responsible for ensuring anyone you invite understands they are using this software (see below point on Privacy Policies).

Data retention

Whoever sets up accounts with these companies should be able to request much of their data is deleted when they decide to stop using the service and cancel their account.

<u>Privacy policies</u>

All the companies will have a page on their website explaining how they manage data. You should always make it clear to anyone you invite to a meeting what software is going to be used and provide a clear link to the privacy policy so all participants can choose to go ahead fully informed. On the invite to the meeting, or your public advertisement of the meeting include text along the lines of:

This meeting will be using [Zoom/Skype/Google Hangouts]. Please read their privacy policy to find out how your data will be used: LINK

Data protection and privacy - Zoom

It may be useful to explain the following to Friends.

Zoom has stated that it encrypts its meetings and does not access data from your meetings. Zoom does harvest some data on its marketing website, through cookies. Cookies are standard practice for almost every website on the internet. You can opt out of cookies if you wish.

The link to Zoom's privacy policy is here: https://blog.zoom.us/wordpress/2020/03/29/zoom-privacy-policy/

Zoom has explained:

> *We want to emphasize that:*
> * *Zoom does not sell our users' data.*
> * *Zoom has never sold user data in the past and has no intention of selling users' data going forward.*
> * *Zoom does not monitor your meetings or its contents.*
> * *Zoom complies with all applicable privacy laws, rules, and regulations in the jurisdictions within which it operates, including the GDPR and the CCPA.*
>
> *We are not changing any of our practices. We are updating our privacy policy to be more clear, explicit, and transparent.*

Zoom message to users : https://blog.zoom.us/wordpress/2020/04/01/a-message-to-our-users/

Zoom encryption: https://blog.zoom.us/wordpress/2020/04/01/facts-around-zoom-encryption-for-meetings-webinars/

Woodbrooke uses Zoom for its online worship.

Zoom is also used by many major companies, and by central Government departments.
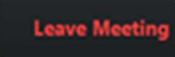
Appendix 9   One page reminder

Join from your email invite. It will look something like this: https://zoom.us/j/544483763
The number at the end is the "Meeting ID". It may stay the same for lots of times, or it maybe a unique number for just one meeting. The invite might also include a password if the meeting has been set with a password.
> OR you could select on your Zoom icon on your device and type in the Meeting ID
> OR you could go to www.zoom.us, select   JOIN A MEETING   and type in the Meeting ID

Give your device permission to use the "video", and access "computer audio". Sometimes it is "camera" & "internet audio". Allow Zoom to use these settings, NOT dial-in. You should now find yourself in the meeting, and can use these controls:

Mute / Unmute	**Unmute/Mute**: this allows you to turn your microphone on and off The person running the meeting (the 'host') can also do this for you. You may find the meeting has been set up so that everyone joining the meeting arrives with the microphone muted. It is good to mute your microphone during online Meeting for Worship
Stop Video / Start Video	**Video / stop video**: . It will replace your video with a screen displaying your name, (or maybe a picture if someone has set up an account and has put a picture or symbol on it) Sometimes a message will pop onto the screen saying 'internet connection becomes unstable' and the sound may distort. It can be helpful to turn your video off if this keeps happening.
	Full-screen On a laptop or Macbook you can change the size of the display on the screen. Full screen allows more to be displayed
Speaker View	**Gallery view / Speaker view:** this allows you to change from seeing the one person who is talking to see everyone. On tablets and phones, scroll across to the next page, and again.
Chat	**Chat**: works like texting. It brings up a box where you can see and send message to "Everyone", or just to one person at a time. To type a message, put your cursor on "type your message here" at the bottom of the chat box, and press the "Return" or "Enter" key – the arrow used to start a new line.
Participants	**Participants** Select this to see a list of the people in the call. On some equipment this is where you can find chat, and rename your picture.
Leave Meeting	**To leave the meeting**. The host can also "end the meeting" for everyone.

The Woodbrooke page for more help: You can find a full guide, and articles here.
> https://www.woodbrooke.org.uk/about/online-mfw/Online-worship-advice

Appendix 10 Tips for common problems

Hearing no sound?

- Is the volume turned up on your computer?
- Are speakers or headphones plugged in?
- Are external speakers switched on?

Your camera is not showing you to other people?

- Is your camera switched off in Zoom – with a red slash through the camera symbol?
- Is your camera switched on, on your computer?

No-one can hear you?

- Your microphone may be muted in Zoom– with a red slash through the mic symbol. (Wiggle you mouse or touch your screen, to see our controls.) Tap on it to unmute.
- Is your microphone switched on, on your computer
- Did you select "Join with computer audio" when you joined? If not, click on the little up-arrow beside the mic symbol, and you will see settings you can change. Or try leaving the meeting and re-joining, choosing "join with computer audio" as you join.
- Ultimately, you could keep using your computer/device to see people and be seen, and join a second time using just a phone, so you can hear and be heard.

Can't see everyone?

- Switch to "Gallery view" – often the button is top right or top left, depending on your device.
- How many people you can see depends on your device's screen size and the strength of the internet connection. So a phone might only see 4 people, a tablet 6 or 9, and a computer screen 25 or 36. You can scroll to the right to see more screens of people (clicking or swiping)

Too much background noise where you are?

- Mute your mic in Zoom by hitting the mic symbol.

Too much background noise from someone else?

- Ask them to mute their mic – verbally, or in the chat box.

Video or sound keep breaking up?

- You may have a poor internet connect. Try turning off your camera, and just having audio. Or try connecting with one device for audio and another for video.
- Try this: https://support.zoom.us/hc/en-us/articles/201362463-Wireless-WiFi-Connection-Issues

Tool bar controls have disappeared?

- Move your mouse or tap on the screen. Tap and hold on an iphone or ipad.
- On a Windows pc or laptop, press the Alt key on your keyboard to keep the controls always on screen. On some macs it is Alt+Shift.

Zoom has disappeared completely from your screen

- Tap on the Zoom blue camera symbol at the foot of your screen, or on a phone or tablet, go to where you see your open apps.
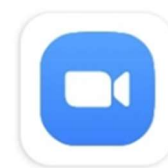
Audio echo?

- Generally, if you are hearing echo, it means that there is a device out there that is channeling your audio back. To determine which participant is the issue:

  - Host can mute the attendee one at a time

  - Host can mute all, and unmute one at a time

  - Attendee can mute him/herself

  - The source of echo can also be from:

    - Speakers (such as TV or soundbar) that are too loud
    - Echo cancellation has failed (device or performance issue)
    - A bad microphone
- Causes of audio echo:

  - A participant has both the computer and telephone audio active
    Fix: Leave the computer audio

  - Participants with computer or telephones speakers that are too close to each other
    Fix: Leave the audio on one computer, or hang up one phone

  - Multiple computers with active audio in the same physical room
    Fix: If you are in a room with multiple devices, disconnect computer audio from the other devices. Or, if two people are connecting in the same physical room, one mutes their mic and speakers, relying on the other's.

To leave the computer audio: Click up arrow next to microphone icon at lower left of screen.

Appendix 11 Including people with your phone

Some people could be excluded from joining a Zoom meeting because:

- The cost of a long phone call is a barrier,   or
- They can't navigate a new technology,   or
- They don't have a broadband connection, or
- They can't get their sound to work.

We have found two cute methods to enable them to join the meeting using your own phone (or phones). With the second method, your friend has more independence. You may want to read Appendix 6 about how to join a Zoom meeting on the phone first.

The 1-phone-call method

Join the Zoom meeting on your laptop, with computer audio. Phone your friend. Put your phone on speaker-phone, near your laptop's mic and speaker. Your friend can hear what you hear, and their voice is heard in the meeting.

If the meeting uses muted mics, then your friend will need to say "Can you unmute us" before they speak to the meeting, and pause to give you time to unmute in Zoom. Likewise, if the meeting uses an onscreen raised hand to signal you want to speak, your friend needs to say "Can you raise our hand".

The 2-phone-call method

This method enables your friend to control the muting/unmuting, and to raise a digital hand in the meeting themselves.

You dial into the meeting on your landline (the FAQs below explain why). Set your landline on speaker-phone. Then from your second phone, phone your friend on their landline (see the FAQs if they only have a mobile). Once you've spoken a little to your friend, put your second phone on speaker-phone, put both phones side by side in another room or quiet space, ideally inside a box with a blanket or duvet over it, to keep out other sounds. Your friend can now speak and hear via the two phone calls. Then you can join Zoom on your computer, completely independently.

If the online meeting uses muted mics, then your friend can use their touch-tone phone to press *6, which mutes or unmutes their mic in Zoom. You and others can see this is working. Your friend can press *9 to raise a digital hand. (These digital hands are only visible to hosts and co-hosts, so you could be made a co-host if that helps while you test it out.) Phone users can't bring their digital hand down, but the host or co-host can do this. *6 and *9 are the only controls when phoning in. It's a good idea to practice in advance.

Now for some specifics:

What is needed for the 1-phone-call method?

- Your friend just needs to be able to speak on their phone.

- You have a landline or mobile phone with speaker-phone setting
- You use your laptop audio (or use a PC, tablet or a mobile)

What is needed for the 2-phone-call method?

- Your friend has a landline with a touch-tone phone, and understands using *6 and *9. (See the final question below if they only have a mobile.)
- You must have a landline with a speaker-phone setting
- You have another phone with a speaker-phone setting
- Another quiet space to put the phones
- Ideally a box and a blanket or duvet
- You join using your computer, completely independently.

Frequently Asked Questions

What does my friend pay?   Nothing.

Can my friend also watch the meeting online? Yes, if they can use a computer (presumably one without a working mic).

What about the volume? You might need to raise the volume of your speakers or your phone. But, you may actually need to <u>lower</u> the volumes, as too much sound causes distortion. With the 1-phone-call method, you can raise the volume of your audio connection within Zoom, so others hear better. Your friend may want to raise the speaker volume on their phone. So try it out in advance.

What do I pay? If your phone has unlimited minutes, you pay nothing. Maybe you could ask another friend who does have unlimited minutes to do the helping instead?. Appendix 6 has more information about phone charges.

For the 2-phone-call method, why must I have a landline? You need to connect to Zoom with a landline, because Zoom needs to expect to get audible beeping controls. Even if your mobile makes audible beeps, that's not enough.

For the 2-phone-call method, what if my friend doesn't have a landline? If your friend only has a mobile phone, you may need to use the 1-phone-call method, because they can't control the muting/unmuting or raising a hand. If the host mutes everyone, there is no way for your friend to unmute themselves to speak. However, there's a neat exception to this if your friend has a second device like a mobile or tablet available. Then they could first record the sound of you making the beeps for *6 and then *9 onto their second device, and play it back when they want to use the controls – it works! This would be useful if your friend has the equipment and know-how, but is prevented by cost or lack of a broadband/wifi connection.